Disability Description: Caller stated that she flew from Canton Akron on Sunday and when she went through the body scan she passed however her luggage did not. Caller said that she told them that she had a CPAP machine and a bottle of water. Caller said that the first set of agents were very nice. However the agents at the second area was awful. Caller said that the agent patted down her machine and had his dirty paws all over her item. Caller said that he could clearly see what the machine was. Caller said that she asked them not to touch her CPAP because their gloves are dirty. Caller said that a female agent told her not to worry about it because she had to have a patdown anyway.

Caller said that she did tell them that she was worried about it because the machine cost 1500.00. Caller said that they then picked up her bottle of distilled water and told her that she could not take it. Caller said that after that the officers continued to search her bag touching her dirty clothing then her machine. Caller said that due to this she had to go home and spend 3hrs sanitizing her machine. Caller said that the agents were very rude and very unprofessional. Caller said that one agent told her that she was the one who had the attitude problem. Caller said that due to this she doesnt want to fly again. Caller said that due to her being harassed over her cell phone, cpap machine and her distilled water that the plane was delayed.

4/23/2013 4:19:10 PM

Airline-United Air Express UA5858Y
Airport-CAK
Date and Time- 4-21-13 10:15am
Terminal-Gate 1

Resolution:

Apologized to caller and advised her that I would forward her informaiton to the CSM at that location for review. Told caller if they need to get back in contact with her that they will do so by email.

4/23/2013 4:42:18 PM

The caller wants to know if the the TSOs do not have to provide their names when asked. He also wants to know if it is policy for TSA to detain passengers when they state they want to file a complaint and need the TSO name.

Advised Caller:

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.

Situation That Occured:
The caller stated that on April 11th around 7:30-7:45am he went through a checkpoint a DTW. The caller stated that he requested a patdown in lieu of the AIT as he always does because of his concern of exposure to x-ray. The TSO that came to conduct the screening was rude from the beginning of the process. The caller stated that he had some items in his pockets and told the officer they were there because he did not want to put them in a bin until he got back to the belt. The TSO said to him in a unprofessional manner that he should just hold the items in his hand then. After the patdown was conducted the caller went back to get his baggage from the conveyer and the TSO actually put his hand on his back and pushed him. The caller stated he asked the TSO not to push him and the TSO made the following statement: I will push or touch you where ever I want, and when I want.

At this point the caller asked the TSO for his name because he was going to file a complaint on him. He stated that the TSO would not give it to him and actually hid his badge from sight. The caller stated that he then asked for the STSO available and this person detained him over requesting this information. The caller stated that the STSO said he will not give this information until he has the caller s information first. He took his license and called the airport police as well. The caller feels that the STSO made him go through all this to intimidate and harass him. The STSO did finally give the caller the TSO s name, which was Officer (b)(6) The STSO would not give his name or any other information. This all took about 20 muinutes or longer and the caller stated that he was really early or he amy have missed his flight. The caller wants to know where and how to file a complaint.

Advised Caller:

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

The 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.

4/24/2013 8:03:22 AM

Airport: DTW
Departure Time: 8:40am
Hiya. I recently travelled to and from Vegas and was stopped at every point for a search and pat down etc. I was given the web address to remove myself from the list now I have successfully completed my journey. I can't find on the web site where/how to do this. Can you please help me with this step and explain how to do it?
Thanks,
(b)(6)

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment
Current Date/Time : 4/24/2013 6:57:54 AM Airport : BOS - Logan International Date/Time of Travel :
Airline & Flight Number :

4/24/2013 8:05:14 AM

Checkpoint/Area of Airport : Boston Logan, Security At E1 TSA Employee: (If Known) : Victor Comment : I was berated by (b)(6) a TSA employee, while opting out through a pat down. This incident not only alarmed me, but other passengers around me. He caused unnecessary stress for me and other passeners. I need to be called about this incident this week.
Would you like a response? : True
Passenger's Name :
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller is a FF with Continental and United and always gets additional screening, such as a patdown and ETD. Caller is very annoyed and upset that she is always getting this additional screening, because she is a US Citizen. Caller states she does not have a computer.

4/24/2013 10:38:48 AM

Informed caller:
Apologized to caller.
Suggested caller apply for Redress. This program helps passengers who have had additional screening by accident due to being on a watch list incorrectly or by someone s name appearing the same as hers who is on the watch list. I cannot guarantee that she won t have problems in the future, but this tries to help with future trips and having additional screening. Once the caller applies for this program, she will receive a RCN. Every time she flies, she needs to put this number into the appropriate field when she makes the reservation.

Offered to send redress forms via e-mail. Redress forms were sent via postal mail and will be received within three weeks.

4/24/2013 11:12:20 AM

Hello TSA. I just have a small complaint/concern. I'm a crew member for an airline so when I travel on personal time I prefer not to go through the body scan. I always opt out and understand I have to be patted down. But almost every time I have to stand at the gate for quite a while (5-8 minutes) before a "male assist" comes. Sometimes it seems they call for one grudgingling. This morning experience is what made me finally write. I arrived at the US Air terminal at Washington National airport at around 10:15 (I always fly out of there) I opted out as usual and was told to wait by the gate. I waited there quite a while before anyone even called for a male assist. Then it was even longer before one finally arrived. It definitely wasn't busy. He escorted me to the pat down area and asked if I wanted a private screening. I said no thanks. He then proceeded the pat down without the usual explantions such as "back of the hands,sensitive areas,etc" I understand and have no problems with the pat down procedures but it seems as though some of the agents prefer not to do it or want to sort of "punish" the ones that opt out of the scan. I just wanted this brought to someones attention. Thanks for your attention

4/24/2013 1:00:33 PM

Caller and wife, (b)(6) , traveled 03-27-12 to 04-16-13 from Greenboro NC to Detroit and Salt Lake and on to Phoenix.
They were screened in Greensboro and Salt Lake on the initial trip.
At Phoenix on the return trip she walked through the metal detector and it set off the machine and she got a patdown instead of the AIT.

In the screening process his wife was told by TSA Officers that it was OK to go through the AIT machine wearing her insulin pump.
They just called the manufacturer they said the Animas pumps have not been tested for magnetic fields so they do not know if it will affect it.
It could cost them a lot of money later if it causes an issue.

I asked if the pump is malfunctioning.

At this time the pump is functioning alright but he said this could have caused an issue which could potentially be life threatening.
He is upset that the Officers said is is safe. They said it is not like XRays.

Told him all the information I have is regarding how to be screened.
We do not have information either way.
I explained ultimately it is the passengers responsibility to know if their equipment is safe with the screening equipment.
She does have the right to Opt Out of the AIT and have a patdown. Signs are posted at each AIT location advising of this.

He insisted on registering a complaint. Todl him I will send over his complaint and I need the date and time of the AIT screenings.

He told me that she was screened:
3-26-13 Greensboro at 3:30 PM She was at screening around 2:30 PM They Flew Delta.
3-26-13 Salt Lake at 12:30 PM She was at screening around 11:30 PM . They Flew Delta

In reviewing notes the times did not seem right.
Also at the beginning he said it was the 27th when they began their trip.

Did a callback:
(b)(6) said she is unsure of the dates so call her husband at (b)(6)
She also said she cannot remember which airport it was that had her remove her pump and send it through the machine.
She said it was all a case of mishandling.
Told her I will call her husband as I need to be sure of the information in sending up the complaint.

Feedback Type : Security Issue
Categories : Duration of Screening Process; Pat-down Current Date/Time : 4/24/2013 11:53:58 AM Airport : EWR - Newark International Date/Time of Travel : 04/22/2013 2:00 PM Airline & Flight Number : United 1466 Checkpoint/Area of Airport : Check-in, Security and Gate TSA Employee: (If Known) :
Comment : On Monday, April 22nd, I traveled with my my wife, who is 24 weeks pregnant and my 1 year old son on United Flight 1466 from Providenciales (PLS), Turks and Caicos to Newark, NJ (EWR). My person and luggage were subjected to three (3) extra security checks - once at check-in, again at security and lastly at the gate - just prior to boarding at the PLS airport. My 1 year old son was patted down at security as well.

4/24/2013 1:57:29 PM I was informed by the security staff at PLS that the airline, United, required these extra security measures. My question is: Is this true? Who determines which passengers are subjected to heightened security checks and how many times those checks are to take place? Is it soley the airline? Is it the TCI Airport Authority? The TSA? All three? Other?

Please advise. 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

April 24, 2013
(b)(6)

Dear Sirs:
4/24/2013 3:50:47 PM I am a senior citizen that travels by air anywhere from 2 to 4 times a year. I am writing to ask if you could develop a better way of screening persons that have had hip and knee replacements. I have had both my knees replaced and every time I go through screening at an airport, my knees set off the scanner. I am then subjected to a 'pat-down'.
As one of the vanguard of the 'baby-boomer' generation, I'm sure I am one of the many thousands that will have this problem in years to come. If you could only wand me and see that the knees are what set off the scanner, that would be more efficient for your employees and so very much better for me.

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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/24/2013 3:14:28 PM Airport : SFO - San Francisco International Date/Time of Travel : 04/17/2013 4:43 PM Airline & Flight Number : Delta DL4588 Checkpoint/Area of Airport : security in terminal 1 TSA Employee: (If Known) : not known Comment : While going through the full body scanner, I was flagged for a pat-down, no explanation as to why. After the pat-down, my hands were wiped with a material and read by a machine. My question - what does the body scan find
4/24/2013 3:51:32 PM that warrants testing for explosive materials. If one has nothing to do with the other - ie body scan, hand wipe - then everyone should be screened in such a manner. I felt singled out without the courtesy of an explanation and harassed.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/25/2013 9:04:27 AM Airport : PHL - Philadelphia International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
4/25/2013 10:06:56 AM Comment : I want to participate in the survey regarding the full-body scanners. I travel to and from PHL International every 6-8 weeks from London Heathrow and I opt out of the full-body scan due to health concerns and concerns for my eyes which have had multiple operations. The 'pat-down' takes over 20 minutes and is humiliating and taxing physically. I am required to remove my hand luggage from the scanner as queues of people jostle me, place my property on the floor and replace it on the belt without assistance. I am elderly and frail. The pat down employees chide me for being 'afraid' in their words of the scanner. The whole procedure treats me as a potential security threat when it is my right to pass through in as much dignity as anyone else.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

-----Original Message-----
From: Singh, Harleen
Sent: Wednesday, April 24, 2013 9:55 AM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: RE: your online form TSA complaint

Dear (b)(6)
This one, despite the word "discriminatory," is a complaint about the person not liking the fact that, when they opt out of the AIT, they require a pat-down and apparent mishandling of their property.
Let's refer it back to the TCC for their handling. I'm copying them on this email.
Thanks very much,
(b)(6)

4/25/2013 10:31:13 AM

Ms. Harleen K. Singh
Policy Advisor
Multicultural Branch, Disability and Multicultural Division Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement Transportation Security Administration Department of Homeland Security

-----Original Message-----
From: TSAExternalCompliance
Sent: Wednesday, April 24, 2013 9:23 AM
To: Singh, Harleen
Subject: FW: your online form TSA complaint

The only information provided here is the complainant's name.

(b)(

-----Original Message-----
From: (b)(6)
Sent: Tuesday, April 23, 2013 2:08 PM
Caller stated that when she was in houston, she had her diaper bag with her that had infant related items inside. These were all 2oz or less but could not go inside the quart size bag. She pulled these out and sent these for screening but once completed, the officer required additional screening of her which included a patdown of her. She is upset that this happened because she is 7 months pregnant and had her 1 year old screeming next to her. She feels that this was un necessary because she followed all the rules that were on the website.

4/25/2013 3:04:55 PM

CCR informed her:
If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown. SInce the liquids did not fit within the 3-1-1 requirement because they were infant related, additional screening was within the policy.
Since caller is wanting to file a formal complaint about the way that things were handled, CCR advised her that she can write into HQ to do so.
She can get the address on the tsa website.

4/25/2013 3:11:42 PM

Caller had a bag of jewelry lost. Caller had 2 Ziploc bags and she is pretty sure they were in her black shoulder bag that she carried on. Caller said she asked her husband if he could have placed it in her red checked bag, but he said no. Caller said she is not sure if he would remember. Caller said she found a NOI in her bag and her checked bag had a band around the bag that she did not put on it. Caller said she has been married for 35 years and all the jewelry her husband has bought for her over all their years of marriage was in those bags and a lot of the jewelry was very expensive. Caller said there was a wide band gold watch and a tiny jade bead necklace with filigree and a silver cross on it. There was also 2 big hearts one on top of the other, one gold heart and one was silver, it hung on a triple strand chain. Caller said there were a lot of earrings. Caller said they flew from Mesa to Grand Rapids on April 9 and they went through security around noon. Caller was in a wheelchair and she got out of the wheelchair and walked through the AIT and then she had to have a patdown. Caller said she is in her 70s. Caller's daughter, (b)(6) called in about the missing jewelry and they called lost and found at Mesa. Caller flew on Allegiant Air, caller does not know the flight number. Caller would like to know if someone can check the video to see if the jewelry fell out.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 4/25/2013 3:24:55 PM Airport : SHV - Shreveport Regional Date/Time of Travel : 04/24/2013 7:05 AM Airline & Flight Number : delta dl5439 Checkpoint/Area of Airport : security check point TSA Employee: (If Known) :

4/25/2013 4:03:51 PM

Comment : I was randomly pull out of line at the checkpoint for a pat down. It was not explained to me why I was randomly selected nor was it explained to me what the process was going to be after they wipe my hands and put the card in the machine. The machine made a sound so they(2 ladies) inform me that they was going to take every item out of my luggage and purse. After this was done they told me to go behind the screen and she proceeded to body search me. I ask whay was she doing all this and she said because the machine buzzed. My complaint is the way I was treated without anyone explaning the process. This process took 20 minutes. I think if the agents was more friendly and explain the process to the customers they would be more comfortable with this process. The agent also told me that she was going to take my ID out of my person and she wrote down my license number, my name and address. What is she going to do with that information?
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller called in regards to several previous complaints that he has submitted via e-mail and live agent caller stated that he has not been called by the CSM at MCO and wants some type of action taken Caller was really out of sorts and confrontational with me tried to reassure the caller that I would FWD to CSM at MCO for further assistance and some type of remedy for his complaint. Caller stated that he would like to speak to a supervisor.

4/25/2013 4:21:46 PM

Escalation Notes: (b)(6)

This caller says that he has called in several times about his issue that happened at MCO on 2 21 2013. The caller was confrontational right from the start and says that he has recorded all the calls that he has done today. The caller appeared to be taking notes on who he has talked to. His main issue is that he was made to go through the AIT machine and get a patdown at MCO and the airport hasn t gotten back to him. I eventually ended the call with him but I am reforwarding the callers complaint to MCO.

To Whom It May Concern:

I would like to complain about how I was treated by a TSA officer at a checkpoint. Chicago O'Hare, Terminal 1, checkpoint 2, 9:00 p.m. (+/- 5 min) April 25. The officer was white, 40s, slightly balding, and mentioning his need to go on break.

Our conversation was something like this:

Me: "So who gets to use the metal detector?"

Officer: [misunderstands question] No. [pause, no response] It's for airport employees. Are you an airport employee? [pause, no response from me] Negative. You can get out of line and have a pat-down. Would you like a pat-down today?

4/26/2013 10:09:00 AM

It was a polite question that got a rude response. While I am a patient person, I find it appalling that our country is represented by rude officers to thousands of international travelers. Even more concerning is his need to remind me who is in control, by his use of "pat-down". It was completely inappropriate, and I'm sorry to say I have seen power-tripping in TSA employees before. Please get this under control.

I recorded this while sitting at my gate, so please be assured it is an accurate account.

Sincerely,

(b)(6)

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

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Remote Client IP: (b)(6)
Date Time: 4/26/2013 11:45:55 AM

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

4/26/2013 2:07:09 PM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):This happened at Houston-Hobby Airport on April 25 at 2:30 pm. I was going through security to take a flight from Houston to Atlanta.
Comments:I am a 60-year old woman who travels between 150 and 200 legs a year. I am experienced in traveling, placing items in the right bin for scanning, and with all forms of screening. 'TSA Pre-Chek" was shown on my ticket.

The zipper in my pants apparently triggered a "crotch" threat. As sometimes happens, i was told they needed to check me (this happens periodically and they are usually checking one area that showed up on the screen). The TSA employee told me to gather my bags but they did not need to review them, and then without explanation I was told we had to go to a private room and they would go through all my bags. The TSA employee groped every area of my body, making six swipes over my groin area - extremely inappropriate and horribly humiliating. They pulled my pants away from my body three different times to inspect my underwear. I am 5' 81/2" tall and weigh 110 - so not a lot of places to hide things. After that humiliating experience, they went through everything in my suitcase and briefcase, wiping every pocket and surface, taking about 25 minutes in total. When I reminded them I was Pre-Chek, they said they didn't recognize Pre-Check (it is TSA Pre-Chek!). When I reminded them I would miss my plane, they told me that was just too bad, they had procedures. They spilled all the cosmetics on the bottom of my suitcase, and left a big mess, abandoning me after taking their time in moving through my things. I quickly packed to catch my plane, but they had doubled up the bins with my computer (or either it never came out of the little room) and I did not see it. So, of course, it was left behind. When I called to follow up, the same supervisor who had basically smiled every time I urged her to please complete the review so that I could try to catch my plane, laughed at me when I called from Atlanta - she thought it was hysterically funny that I (the highly flustered anxious flyer) had left the computer behind.

I know you can do better than this. Nothing about that horrible process made the country safer or stronger. It was simply abuse, made worse by the attitudes of the TSA employees.

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I know you can do better than this. Nothing about that horrible process made the country safer or stronger. It was simply abuse, made worse by the attitudes of the TSA employees.

To Whom it May Concern:

4/26/2013 2:07:38 PM

I was returning to Oakland CA from Boise ID on Tuesday 4/23 at 7:00pm. I went through the body scan and they asked to check my hair my upper back and my left knee. I made a comment to my Caucasian co-worker that they were checking my hair because of my dread locks. The security women then told me that they check everyone with a ponytail or with bobby pins. My carry on bag was then scanned. I was told it needed to be scanned again. I was then told that they needed to do an extra search on my bag. As I waited for them to take everything out of my bag one thing at a time, I was told nothing. They then tested some piece of paper that made a sound when they ran it through a machine. I was then told that because of my bag I would need to have a more extensive body pat down. I was asked if I wanted this done privately, and due to my concern that I was being racially profiled i chose to be patted down in public view. I was asked if I was wearing a belt three times. I was then subject to the extra pat down. I had to lift my shirt so they could see my waist band twice. The woman touched my hair my collar and told me to widen my stance several times. My bag was then scanned a total of three more times. They tested each item including my cell phone and wallet they flipped through each book and magazine. After a 25 minute extra search I was then told they would "let" me repack my bag myself. During the time I was being searched there were two white women who also got stopped one before and one after me. Neither of them were searched as long or as extensively as I was. It was a completely hummiliating experience especially since they essentially found nothing in my bag or on my person. It was very clear that there were only a few people of color in the airport at this time. I feel I was racially profiled and humiliated for no reason in front of a co-worker. I am extremely disappointed that in 2013 this type of behavior is tolerated.

Sincerely,
(b)(6)

4/26/2013 3:27:31 PM

Caller is wanting to file a complaint against an agent is San Diego. Caller states that the agent was extremely rude and dismissive. Caller states that he talked with the agent s immediate supervisor, who the caller thought would be taking care of it, but when he walked away the Supervisor told the agent to not worry about it and described the caller with a vulgar word. The agent s name (b)(6) The agent was approx. 5 8 , bald shaved head, darker skinned. The Supervisor had short cropped hair and was also darker skinned. Caller states that this occurred at approx. 12:20 PM 4 26.

This happened after the caller told the agent that he had PTSD and didn t appreciate the patdown. The agent then became rude and hostile towards the caller.

Advised caller that I would be forwarding this to our CSM there at SAN who will attempt to rectify this situation.

4/26/2013 4:06:09 PM

To whom it may concern,

I am a trusted traveler that has 2 artificial knees. Unfortunately most if not all of the trusted traveler check points do not have scanner devices so I have to take off all the things I do at a normal check point and go through the same "pat down" that goes on at a normal check point. The reason for writing to you is to see if the trusted traveler areas could be allocated one of the scanner devices for people like me. I am particularly interested in one being installed at the Atlanta Hartsfield airport.

Thanks,

(b)(6)

Feedback Type : Request for Information
Categories : TSA Pre?™ ; Screening (AIT, Patdown) Current Date/Time : 4/26/2013 3:49:01 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I use the TSA Precheck and depending on the airport I sometimes set off the metal detector. I have an 8"x1/2" titanium rod inserted into my left lower leg. When it goes off they say that it was my lower legs. Why does this then
4/26/2013 precip (b)(6) pat down? My groin does not set it off, my shoulders and chest are not setting it off.
4:07:11 (b)(6)
PM Also when they start to explain the pat down process doesn't it seem reasonable that a known traveler in the Precheck lane would know these procedures? It seems like they could simply ask rather than going through the whole speal when it would not be necessary.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/26/2013 3:14:01 PM Airport : BOS - Logan International Date/Time of Travel : 04/26/2013 1:45 PM Airline & Flight Number : American 1851 Checkpoint/Area of Airport : Termainl 2 - Gate 33 TSA Employee: (If Known) : (b)(6)
(b)(6) Comment : April 26, 2013

Transportation Security Administration:

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

At approximately 1:45 pm on April 26, 2013, I entered the security checkpoint for Terminal 2 – Gate 33 at Boston Logan Airport (BOS) on the way to my flight, American 1851 to New York. I opted out of the body scanner and was then subjected to an
4/26/2013 invasive pat down search by (b)(6) who touched my buttocks and groin area.
4:07:31
PM This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.
(b)(6)
Sincerely,
(b)(6)
Would you like a response? : True (b)(6)
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

(b)(6)

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

Name: (b)(6)

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

Mailing Address: (b)(6) Newton MA 02458

Email: HYPERLINK "(b)(6)

What happened?

4/26/2013 6:16:27 PM

My wife and I went to visit my brother and his family in Florida. On the return flight (JetBlue 356, 4/14/13), we cleared security, going through x-ray machine that scans the whole body, and especially the inner contents, namely the body under the clothing (all pocket contents, belt, etc.. having been placed through a different machine for inspection). As we were boarding, two TSA agents approached me and asked if I was in first class. I replied that JetBlue did not have first class, but we the extra legroom seats at the front. One agent asked if he could inspect my hand (actually he meant my arm) by taking a swab with a paper. I agreed. He did. He inserted the paper in a machine and said it tests positive. He called security and asked for inspectors. My wife, who was waiting to board came over and asked what was happening. The TSA agent asked if we were together. My wife said yes. He then said "we have to test you also." One of the TSA's told my wife they were looking for explosives. I congratulated him on their thoroughness by examining 78-year old folks who are well-known for terrorism.

The inspectors came. Two male TSA's took me and one female TSA took my wife to private booths. In my case, one of the TSA's with blue gloves blackened by prior inspections (presumably), asked me to take my belt off, and everything out of my pockets. I had a vial of Tramadol, which I take for back pain. He wanted to know what it was and how it worked. I offered to take off my pants so they can inspect the

Them as well as my bare skin. He said no. He then told me that he is going to sweep my body: up the left leg on the outside, the crotch, then down the leg. He repeats for the right leg. Then he does the front and back of the legs. Thinking he was done, I started to move when he bellows: stand still, we are not done. So I wait. Then he came to the front and stuck his filthy hand down into my pants and swept the back of the pants and then the genitals.

The odd thing about the experience was that I had a brief case (a canvas bag from L.L. Bean), which contained a tube of betamethasone diproprionate cream and a tube of fluocinolone acetamide (I use them because of allergic reaction to whatever the spray the inside of planes for killing bugs). Neither of the TSA's (the groper and the voyeur) looked inside the bag, nor at the contents of my pockets.

Attached is a copy of our itinerary for the trip.

When did this happen? Please provide the approximate time of the experience. If

ongoing, please indicate when the problem began.
The callers daughter flew from DEN with Frontier, and had requested a patdown, as she did not want to undergo screening with AIT. The TSO refused her request, and forced her to undergo AIT screening. He wanted to know why this happened, and wanted to file a complaint as well.

Advised Caller:

4/26/2013 6:45:02 PM

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

I gave the caller the contact information for the CSM at DEN, as he did not have any information regarding the flight.

Name: (b)(6)
Phone: (b)(6)

4/27/2013 9:14:27 AM

Dear TSA Agents,
This email concerns an incident that occurred at Chicago's O'Hare airport at approximately 9:30 am in the 2nd security line for United, I was headed to a C gate, on April 13th, 2013.
I had a pair of scissors with me in my carry-on bag. I removed them from my bag for screening. The TSA agent told me that the scissors were too big, based on a comparison with her name tag. According to your website, "Scissors - metal with pointed tips and blades shorter than 4 inches are allowed, but blades longer than 4 inches are prohibited". These same scissors had been measured in Anchorage by a TSA agent using a ruler. I have other pairs of the scissors and I can assure you that they do in fact measure less than 4 inches.
I asked the TSA agent if she was sure and told her that they had been measured in Anchorage and were deemed to be short enough. She was determined that her name tag badge was a sufficient measuring stick and refused to believe that the scissors could possibly have measure accurately by the people in Anchorage would actually used a ruler.
Additionally, your website could use some proofreading your website, "Will by child receive a patdown?".
I realize the sequester is in place, but I would hope that you can still provide employees with rulers and proofread your website.
I would appreciate being reimbursed for the pair of scissors that was unjustly confiscated from me; however as I realize that this is unlikely to happen, I would appreciate if you could train your employees on how to properly measure items and ensure that the standards are uniform across airports so that this does not happen to other travelers. In the future, I will probably travel with my own ruler, especially when flying through O'Hare.
Sincerely,
Yet another irritated costumer!

4/27/2013 1:04:42 PM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 4/27/2013 10:56:39 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have just returned from Vegas and cannot find one of my suitcase packed make up items. However there was a TSA card in my suitcase saying my luggage had been searched and I wondered if someone had omitted to put it back, as I have family travelling back from Vegas in a week they could collect the make up for me and return it as it was an expensive item. Can you please advise on how I might facillitate this. Many thanks.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/27/2013 4:59:55 PM

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 4/27/2013 4:23:47 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 04/27/2013 10:50 AM Airline & Flight Number : AA1537 Checkpoint/Area of Airport : c gates TSA Employee: (If Known) :
Comment : While waiting for a pat down(6 1/2 months pregnant) one of the male TSA agents began singing a song about baby mamas. I informed the agent that i am a wife not a baby mama and he proceeded to tell me that i am my husband's baby mama. Fortunately i am older than i look so my feelings were not hurt. However, if i were a young, unwed mother i probably would have been distraught. The agent's behavior was unprofessional at best.tsa agents' job is to ensure the safety of our citizens, and nothing more. It certainly is not to comment on the personal lives of passengers.I hope this issue will be properly addressed.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/28/2013 9:11:54 AM

Morning,

Myself and three Marines were waiting at thr TSA Pre checkin line in the south tier, gates 10-22. The regular gates opened at about 420am. We waited patiently while displaying our military IDs at the sign placed at the TSA Pre line so we could see what the TSA Pre check was all about. It was terrible and no service at all, making all of us feel like 2nd class citizens.

We were ignored for a half hour until I asked about the pre check. The manager wasnt even aware that we were standing there, even though TSA employees were looking at us. None addressed us until i spoke up.

The manager informed us that the TSA Pre check would open at 500am. Once it opened, we were told it would be another 15 minutes by the blue shirt TSA employee. After ten minutes, we were informed that civilians could go through the pre check process, but the active duty military had to go through regular checkout without an explanation.

In addition, i was given an extra pocket pat down as i went through the line. We were treated so poorly that civilian flyers were making comments on our treatment to TSA employees, who honestly, acted like they couldnt care less.

Lastly, the entire operation looked disorganized, poorly planned, poorly executed, and with a visible air of indifference. When i asked for a customer comment card, i got a cold stare and mumbled reply from the blue shirt TSA employee.

I will avoid this airport in all future travel considerations. While we ask for no special treatment, we felt embarrassed using your TSA Pre check process. This is easily the worst airport operation I've been witness to in 19 years of military service and travel.

Regards,

(b)(6)

Sent from my iPad

This Phoenix Arizona, terminal 3 gave the most offensive/intrusive pat down of all airports including JFK, London, Paris, and many US airports. I am an amputee with a prosthesis and undergo a pat down on most flights. Today, I'm still hurting in my private area because of his roughness trying to go so high on the groin.

4/28/2013 10:55:05 AM

Can't you change your policies, especially for frequent, law abiding flyers?

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

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Remote Client IP (b)(6)
Date Time: 4/28/2013 10:57:02 AM

Name (b)(6)
Email (b)(6)
Complaints:Items Not Permitted Through the Security Checkpoint

4/28/2013 1:14:29 PM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):US Airways flight 76 leaving SEA-TAC on 4/28/13.

Comments:A jar of dulce de leche was taken. The options given at the time were to surrender the jar or go back out, pay for a checked bag, then come back through the security line. Not having the money to spend checking a bag I chose the first option, however, I was visibly upset and crying. I then received my enhanced pat down and walked away crying. A few minutes later, I pulled myself together and came back to speak with a supervisor, as the item is actually a solid and I felt the decision to confiscate it was unfair. The supervisor told me she could not return the item and kept telling me it falls under the category of liquid/gel even though she admittedly did not know what it was and could not define what liquid v. Gel v. Solid actually meant. Instead she asked me if it was like a deodorant and when I said no, told me that I just admitted that it wasn't a solid if it isn't like deodorant. Basically, we argued in circles because she could not actually define anything and relied on comparisons of things. I was also told that she could not give back the item even if she wanted to and even if I was right because I 'voluntarily' surrendered it. I was only given two options at the time: give it up or pay for checked luggage. I was not given the option to speak to the supervisor at the time and had not thought of it at the time. Instead, as I stood there, I was told, "we are here until 12:30". I was asked if the item was as expensive as a checked bag as if that were a helpful question. Instead I find it insulting. I have already paid for the dulce de leche and now am expected, flippantly, to pay another $25 to keep it or give it over and consider it worthless. This was actually an expensive gift for my boyfriend and is hard to find. I had already told him I got it for him. Even if it had been a $2 snack for the flight, though, the principle of the thing is that where does it stop? The supervisor's response to my claim that this was absurd and in no way suspicious: "I can't tell you what a terrorist looks like. That would be discrimination". So, we harrass everyone and indiscriminately confiscate goods from law abiding citizens because anyone and anything could pose a harm??? It's an absurd and terrifying idea and it infringes on the very thing it supposedly protects: my rights as a citizen of this country to live freely. I am deeply offended at the way I was treated today. The supervisor I spoke with only offered me a 'comment card', not even the satisfaction of the right to 'complain'. That is what this is. Not a comment, a very clear complaint. Even if she had agreed that the item was taken in error, I was told it would still not be returned and no apology given because I 'voluntarily surrendered it'. What happened was bullying and the response from the supervisor was disrespectful. My time and my money and my dignity have been wasted with no regard.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 4/28/2013 10:36:11 AM Airport : MCO - Orlando International Date/Time of Travel : 04/27/2013 5:15 PM Airline & Flight Number :
Checkpoint/Area of Airport : GATES 70-129 TSA Employee: (If Known) : (b)(6) Comment : To whom it may concern:

While traveling home from Disney World, we had our boarding passes for our family printed for us at our hotel, including a boarding pass for our infant daughter. Upon arriving at the airport, we proceeded to security about 1:15 before our flight was to leave. The security agent, (b)(6), refused to accept our infant boarding pass because it did not say infant on it. It had my name and my daughters name on the printed page, making clear that it was her boarding pass, along with a number distinct from my boarding pass. I was required to rush across the airport with infant in tow to get a new boarding pass printed stating infant. The need to rush meant my wife had to stay near security with our bags and older daughter, and my youngest child cried in her strolled as I ran through the airport to the check in area. In discussions later with multiple TSA representatives, I was told that this was unnecessary and the agent could have simply written infant on the boarding pass since it was clearly a distinct boarding pass intended for my daughter.

We stopped at the supervisor's desk briefly to complain, but got only a stock answer about it being the airlines fault and an extremely muddled explanation of what the policy is. In our rush, I forgot to get the name of the supervisor, but it was 4:45 PM on 4/27 and only one supervisor was at the desk. His inability to explain your policies around this boarding pass was completely shocking, and I wish we had the time while at the airport to elevate the matter further.

4/28/2013 1:14:53 PM

In addition, we were not allowed to bring our ice packs that keep our child's milk cold through the checkpoint since they were slightly thawed. However, the agent there indicated we could keep them if my wife submitted to a pat down search. Obviously, we rejected this unrelated bit of security and wondered why it would be ok to take the items through after a pat down search. They are either prohibited or not, and this offer was frankly a bit disturbing.

In general, the level of service we were provided and the lack of compassion shown by your personnel was deeply distressing. I would like to know the specific actions you plan to take to address these concerns and regain my confidence in your agency. Please provide me with a very specific, adequate response as soon as possible.

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

Caller had a delay in LAX because her husband was stopped to be screened. They were told that the airline requested for TSA to check him. They flew Alaska Airlines. They were coming from Mexico with stop over in LAX and then to Anchorage, Alaska. She was in a wheel chair because she had an injured leg. Her husband had to be double screened and was separated from her. He was taken aside and gave him a patdown right in front of everybody. She said that she could see him and thought that that they were treating him like a criminal and so she asked why they were doing that to him; so they told her that the airline was the one that asked them to check him. She also said that they had traveled before and never had that kind of problem. That is very strange, she said that they did that, maybe it was because they thought he was a terrorist or something like that. She said that she understand they have to do their job for security purposes, but could have taken him to a private room, not do it in front of everybody else there.
They left at 2:30 pm from Mexico and arrived in LAX at 6:15 pm. Then they left from LAX at 6:45pm. She was said she was glad they had enough time to get on their next flight.

Response:

4/28/2013 3:26:24 PM

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

-DHS TRIP will inform you in writing when review of your inquiry is complete.

-You may complete the enclosed form and enclose other documents like passport. Please follow instructions on the form.

-When you submit an online inquiry, a control number will be assigned to you.

-After getting a letter with a CRN, he will need to carry it whenever he needs to travel.

Caller flies from BWI but does not know which line to get in. She has a joint stent and the WTMDs always alarm and then she has to have a patdown. She is in her late 80s.

4/28/2013 5:56:30 PM

Advised caller:
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT).

Feedback Type : Request for Information
Categories : Other; Screening (AIT, Patdown) Current Date/Time : 4/28/2013 7:49:54 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Howdy,

4/29/2013 8:13:03 AM

So, I did the wave scanny thing today, and the person at SEA got, well, all huffy, that I didn't take my cash out of my pocket. Wasn't anything huge, about $500 in 20s, but what's the big deal with that? I've gotten both answers, that you have to take *everything* out, and that they shouldn't be worrying about it, when it's in your pockets. (To be fair to the SEA folk, I heard both answers from them, but I also had this issue at OKC about 6 months ago). Unsurprisingly, I'm not REAL comfortable with putting a good hunk of cash out of my control, and it's not like there's anything saying "no, cash needs to go in the basket too".

On the other hand, I can keep my big rings on, and my pendant (not to mention the dozen piercings I have) and that's cool?

All I'm asking for is a clarification. Should I be pulling my cash out and sticking it in a bag or something, or should I put up with the scanner people giving me grief for going through and having X amount of money on me?
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The caller asked who she will need to speak to regarding her sons experience at the airport today. She stated that he called her and was upset. He travels for his job.

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

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger s ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger s hands.

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

4/29/2013 12:35:08 PM

I explained that I can forward her concern to the appropriate office for review. I explained that I can email the information to her regarding the written complaint.

I apologized to the caller for the situation.

Email sent.

NOTE:
I tried to call back for futher details regarding the EWR incidents, however the number was busy. Sending to ODPO and CSMs for review anyway.

Incident Details: She stated that he has a ostomy and he has a pouch. She stated that today, at SDF, he had to empty his baggage completely. She stated that his hands did not pass the search, so he was taken to a private area and basically strip searched. She stated that they took a granola bar from him. She stated that he has to have certain foods for his condition, in the event he is not able to relieve himself on the flight. She stated that they would not give their last names and badge numbers to him at the checkpoint. She stated that his ostomy is a private part of his life, and he does not want everyone knowing about it. She stated that he used the blue card to let them know of his ostomy. She stated that he was treated as a terriost.

She stated that this happens at EWR all the time, however not usually to this extent. She stated that in the past at EWR he was required to expose his ostomy bag by lifting his shirt. No specific details were provided regarding the incidents at EWR.

She stated that she does feel that this is disability discrimination because, if he did not have the ostomy this would not have happened. She stated her son does intend on submitting a complaint in writing.

4/29/2013 2:59:30 PM

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 4/29/2013 12:25:52 PM Airport : DEN - Denver International Date/Time of Travel : 04/28/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : To whom it may concern,
My girlfriend and I were traveling from Cleveland Hopkins Airport to Denver International Airport and back this past weekend. My girlfriend is type 1 diabetic and wears and insulin pump. The agents that we dealt with in Cleveland were great. She explained to them that she was type 1 and wore and insulin pump and had her supplies ready to show them. She did a quick pat down followed by an explosives wipe down of her hands, and we were finished. The women we dealt with was extremely friendly and knew exactly what her insulin pump was, and was familiar with her situation.
Now to the return flight from Denver. My girlfriend did all of the exact same things as in Cleveland when she went thru security at the Denver airport and not one person was familiar with her insulin pump. She was taken over to have her bags checked because they were unclear as to what her diabetic supplies were. The women searching her belongings had to ask two other people and not one of them knew what her insulin pump and claimed that they have never seen one before. Just because someone has a medical issue such as diabetes, that person should not be singled out due to the fact that your agents are not familiar with the situation. I understand that there are a lot of issues out there and you cannot know every single one, but with diabetes being such a large problem in the US, there should not be an issue with anyone not knowing what an insulin pump or diabetic supplies are. I understand and appreciate how detailed you are with keeping everyone safe. I am alright with searching bags and pat downs I just would like some consistency at all the airports in the US when it comes to dealing with diabetics. This is not the first time we have had to deal with this and I'm sure it will not be the last. All I am asking is that your agents in Denver become as educated about diabetes as well as the ones in Cleveland have been. Thank you for your time.

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

4/29/2013 3:42:49 PM

Caller is a law major and volunteers with ACLU. Caller asked about the filming of his screening. Caller said the last time he flew a TSO groped his genitals and caller wants to video tape his screening to keep this from happening again. Caller asked what are his rights when it comes to screening at the checkpoint. Caller wanted to know if he can video tape what is happening. Caller said when the TSO learned he was with the ACLU, he started treating him with more respect.

TSA does not prohibit the public, passengers, or press from photographing, videotaping, or filming at security screening checkpoints as long as it does not interfere with or slow down the screening process. Whether or not videotaping interferes with or slows down security procedures is determined by supervisory personnel at the time of the screening. TSA may ask a photographer to stop if they are interfering with the screening process or taking photos of x-ray monitor screens at the checkpoint. In addition, although TSA does not prohibit photography or videotaping at screening locations, passengers must abide by local laws, State statutes, or local ordinances that restrict this activity. Members of the press should contact TSA s Office of Public Affairs, at 571-227-2829, prior to filming or taking photographs at a security checkpoint.
While there is a difference between taking a casual photo and someone conducting surveillance, travelers should not be surprised if TSA or local law enforcement inquires about their actions.

4/29/2013 4:09:16 PM

Feedback Type : Request for Information
Categories : Other; Screening (AIT, Patdown) Current Date/Time : 4/29/2013 3:26:45 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear Madame or Sir,

after our arrival at MIA airport last year in June, I have been selected for an additional secutiy screening. It took two hours for my family and me and there was no issue to be pointed out during this screening. This year we will arrive again at MIA airport in June (b)(6) german passport number (b)(6)
Would you please check my files and let me know if I have to expect another screening this year again?

Thank you very much for your help,
kind reagrds frim Berlin/Germany
(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

The caller want to know the policy regarding the AIT. The caller opted out of the AIT due to pregnancy and was not allowed to go through the metal detector at IND. She was made to have a patdown. She travels every week and IND is the only one that requires her to have a patdown instead of going through the metal detector. The caller said the website states that if you do not want to go through the AIT you can go through the metal detector.

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.

4/29/2013 4:32:01 PM

A passenger can request to be screened by imaging technology if it is available or can request to be screened using a thorough patdown, but cannot request to be screened by a metal detector in lieu of imaging technology or a patdown. http: www.tsa.gov traveler-information advanced-imaging-technology-and-walk-through-metal-detector

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

Disability Description: Caller has MS, but can walk short distances.

Response Details: Do you feel this is disability discrimination or poor customer service?

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

Since her complaint is that she was judged because she was in a wheelchair, I would send the information for the formal complaint.

4/29/2013 4:50:52 PM

Incident Details: Caller had wheelchair assistance and was in line at security at the Daytona Beach International Airport. She was flying with Delta on flight 1019. They are on delay and will not be flying out until 6:00 p.m. She began to stand at the checkpoint and a (b)(6) told her to stay in her wheelchair. He told her she she could not get out of her wheelchair. They took her over to the side to be be patted down. An officer by the name of (b)(6) informed her how she was going to be patted down. She told her she would rub the backs of her hands over her breasts, buttocks, and groin. She told (b)(6) she could stand and wanted to go through AIT. (b)(6) told her she could not. Caller requested a supervisor. (b)(6) advised her that she could do the patdown in private or public. After asking 3 times for a supervisor, (b)(6) had a supervisor come over. The supervisor asked her if she could stand and walked and stood. She informed the supervisor that she could walk and stand. She was taken back to the screening area, stood up, and went through AIT. The supervisor asked her if she told (b)(6) that she could stand and walk and she informed the supervisor that he did not give her time. The supervisor told her that (b)(6) had a mental issue and he probably thought he was being nice to her. She says that he reduced her to tears and (b)(6) did not help any. She says she is 100 percent happy to oblige with security and feels more comfortable flying knowing that there is security. She says that she is not going to be degraded. She says she has cried her eyes out in front of everyone she will be traveling with. She first said that this is disability discrimination. She then says that discrimination is based on age and religion and this did not fall into discrimination. She says that she was judged because she was in a wheelchair. She says that (b)(6) judged her by thinking that because she was in a wheelchair she couldn t stand or walk. She says that this was not poor customer service.

Hello,

I would like to complain about the TSA screening service I received at ATL Airport on Friday, April 26, approximately 12:50PM.

The incident took place at scanner 22 with a male TSA agent. After seeing a mother and child bypass the body scanner and go through the metal detector, I requested that I too avoid the body scanner and simply go through the metal detector. Instead the agent said "No, you have to go through the scanner." I did not reply back and did go through the scanner, then was asked to wait outside. Another agent asked if I had anything in my pockets and I replied "No," and received a brief 5 second pat down outside the scanner on my backside where my pockets where. After nothing was found, I was then instructed to wait again, and follow a female agent to have my fingers tested for residue. After I passed, I was free to go.

4/29/2013 6:14:45 PM

My complaint is three fold. First, asking to bypass the scanner is not only allowed, but the TSA agent should inform the passenger that this is possible but going through the metal detector and a standard pat down is required if bypassing the body scanner. The agent did not inform me of this right, even though it is standard process according to the TSA blog. Second, I watched approximately 20 people ahead of me go through the body scanner, and none received a post body scanner pat down. Finally, I would like to note that I was again singled out and required to go through the hand residue test.

All that I ask is that you inform the team at the ATL about the scanner opt out request and ensure they are fully trained. That is all, thanks.

(b)(6)

(b)(6)

Burlingame, California 94010
HYPERLINK (b)(6)
April 21, 2013
Via Email Only
HYPERLINK "mailto:TSA-CRL@tsa.dhs.gov"TSA-CRL@tsa.dhs.gov
To Whom it May Concern:
I write as an attorney and a concerned citizen compelled to write to you as a victim of TSA's screening protocol, which resulted in a TSA agent taking me in a private room and touching my gentiles over my pants with the palm of his hands. It is astounding that this conduct takes place in our great country that champions civil liberties and constitutional rights. The impact of the incident left me humiliated and uncomfortable. The whole experience is still difficult to shake from my conscience. I request an apology and an inquiry to take place to ascertain whether any procedure was violated in this instance so this does not happen to anyone else.

4/29/2013 10:04:47 PM

On Friday, March 21, 2013, I was scheduled to fly from SFO to LAX to celebrate my grandmothers' 90th birthday. I placed both bags in the x-ray machine and agreed to go through the machine that takes an image of your body. I believe one has the option to avoid the imaging if one agrees to a pat down. Anyway, I went through that machine and according to the TSA agent, there was an "anomaly" in my pocket. I told him I had my wallet in my pocket, which he surmised was the "anomaly." He told me I would need to get my hands tested for explosives.

In turn, I went over to another TSA agent and she swiped my hand and placed the swab on a machine. According to her, the machine registered that I had remnants of explosive material on my hand. She also commented that lotion sometimes triggers that result. As a consequence of the detection, she said that all of my personal items (that had just cleared through security) needed to be hand searched and that I would need to be pat down. I watched the TSA agent rifle through my personal items. After it was cleared, another TSA agent told me that I needed to go to a private room so he

(b)(6)

Burlingame, California 94010
HYPERLINK (b)(6)
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Via Email Only
HYPERLINK "mailto:TSA-CRL@tsa.dhs.gov"TSA-CRL@tsa.dhs.gov
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Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/29/2013 9:17:26 PM Airport : RNO - Reno/Tahoe International Date/Time of Travel : 04/29/2013 7:15 AM Airline & Flight Number : Southwest 462 Checkpoint/Area of Airport : Only one TSA Employee: (If Known) :
Comment : I feel I am being discriminated against. I fly every week, at least once, between Oakland and Reno. The screening is always the same; I get scanned, and then get an additional explosive test done on my hands because I wear an insulin pump. That seems discriminatory enough. However, this afternoon after passing the scanner screen, I was informed by the agent doing the hands test that I would also need to undergo a full pat down. When I asked why, he said, "We learned recently we were supposed to be doing it all the time." When I asked him why then they had not done it when I flew in from Oakland that morning, he said he couldn't say. When I asked him why I go through the scanner if I'm going to get a full pat down anyway, his response was, "That's a very good question."

4/29/2013 10:04:51 PM

I am a retired Navy officer who was on active duty on 9/11/2001. I understand the need for security. I also think, though, that it has to make sense. This makes no sense, and is inconsistent. Perhaps I'm biased, but I believe the screeners in Oakland are probably pretty well versed in appropriate screening practice. On the other hand, this is not the first time I have been exposed to illogical and capricious screening practices at the Reno airport. If I wasn't going through there every week I could live with it, but given the frequency that I have to interact with this location I really feel it needs to be improved.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 4/30/2013 12:15:46 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Good morning,

4/30/2013 2:08:10 PM

Yesterday I traveled from Punta Cana DR to Boston MA and got selected for additional screening (fours S's on my boarding pass) I was wondering if this was a random screening or whether it was something more and I need to take additional steps. My name is Raymond Gratton, unfortunately I can't remember my flight numbers but the flight left Punta Cana at 1:26PM flying on Jet Blue and arrived at JFK at 5:17PM. At JFK I was screened again before my 8:48PM flight to Boston. Any information would be appreciated.

Thank you,

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

From: (b)(6)
Sent: Tuesday, April 30, 2013 1:39 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 4 30 2013 1:39:12 PM

4/30/2013 4:35:00 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

AIT vs TSA PreCheck?

Comments:

4/30/2013 8:03:36 PM

I m approved as part of the TSA PreCheck and enjoy the convenience. However, my metal implant always makes me go off if the lane doesn t have an AIT. This confuses 99% of your workforce, and I m then told I should have gone through the SO INSTEAD OF DETAINING A PERSON WHO IS ON THE TERRORIST WATCH LIST AND POTENTIONALLY PREVENTING THE BOSTON BOMBING; YOU TRY TO PAT DOWN A 3 YR OLD, STRIP SEARCH 90 YR OLD WOMEN, AND DETAIN AND HARRASS A WOUNDED UNITED STATES MARINE IN HIS WHEELCHAIR???? OUTSTANDING WORK BRAVO!!!!

4/30/2013 8:49:43 PM	The caller registered for a trusted traveler program to gain access to the TSA precheck line because he has metal implants. He was not allowed to go through the TSA precheck line and wants to know why. I told him that the TSA precheck program is an expedited screening program that allows passengers to keep their shoes on, belts on, light outer wear like jackets on and other things to make screening faster. Passengers must still be screened regularly by the AIT or a patdown procedure. To be considered eligible for TSA precheck after registering with the trusted traveler program, at the time of reservation making the passenger must enter the pass ID into the known traveler ID field. They must also make sure the name and date of birth on their reservation matches their trusted traveler membership card. This still does not guarantee the passenger to get selected for TSA precheck because the information is submitted to the secure flight program by the airline. The secure flight program either selects the passenger or does not. The TSOs at the checkpoint scan the boarding pass and direct passengers which line to go to. They do not make the decision themselves. He asked if there is a list of participating airlines and airports online. I explained to him how to find the list of participating airlines and airports on www.tsa.gov under the FAQs on the TSA precheck section. He went to the list and said that American does participate at JFK and LAX. The caller is upset with TSA because a suitcase was inspected. He had been visiting friends. They had a box of dominos which were opened and not closed back properly. He also has a domino missing. He stated that there is no excuse for this. He had a necklace that was not placed back properly, foot medicine that had been tested and was not placed back properly, but his wife had it protected which prevented it from spilling. He stated that even though his luggage was in disarray, he was very pleased with the TSO s at this airport. He stated that they were very friendly and smiled. However, on the flight from DEN to DFW, he had to dump a car and had to have additional screening because of residue on his hands. He stated that they put him in a room to pat him down. He wants to know if in the future if he can avoid being patted down in a private room. He stated that he had a boot on his foot and felt very uncomfortable. He stated that the TSO was not pleasant and had no personality or sense of humor, and he wanted to have a public patdown, rather being taken into a room.
5/1/2013 12:03:51 PM	Response: I obtained the following details about the flight from DFW back to DEN in regards to the suitcase being in disarray: Airport: DFW Airline: Frontier Date: 04 30 13 Flight Number: 135 Time: 2:55 p.m. Departure NOI: YES Baggage Claim Number (b)(6) NOI: YES Nothing written Gate: 32 Email: (b)(6) The following is information about the patdown incident that occured at DEN: Incident at DEN Airport: DEN Airline: Frontier Flight Number: 130 Date: 04 26 13 Time: 11:22 a.m. Terminal A Gate 47 or 48 Email: (b)(6) 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-

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/1/2013 10:52:57 AM Airport : BOS - Logan International Date/Time of Travel : 04/18/2013 4:15 AM Airline & Flight Number : United 1218 BOS-SFO @ 0600 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : (b)(6) (female) Comment : Husband and wife traveling with our 12-month old son. I, the husband, was holding the baby. Female screener (b)(6) guarding the walk-through-metal-detector (WTMD) directed my wife to the millimeter wave (MMW) Nude-O-Scope (NoS), causing me to hand the baby to my wife, myself be directed to the NoS with a dirty look from the screener, and opt out.

5/1/2013 12:04:47 PM

Unpublished but obvious TSA policy for quite a while has been that all parents traveling with a child under 12 are allowed through the WTMD and able to avoid the NoS or opt-out process. This screener insisted on separating us, and the male-assist who performed my opt-out grope defended her and claimed it was SOP to send only one parent through the WTMD. This is blatantly false as evidenced by my many trips with this baby through many airports, including BOS, in the past year where we have not been separated.

TSA unexpectedly separating myself from my wife during this period made it much harder for her to re-pack our property, protect it from damage and potential theft, and simultaneously handle the baby. It also backed up the x-ray line. Male assist performing my opt-out grope claimed that he didn't care since he was paid by the hour and not per passenger screened. That is evidence of classic government-bureaucrat mentality.
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

5/1/2013 6:49:47 PM

Caller stated her sister text her and told her she was accused of having explosives on her hands and took to a room, and was groped and made to feel like a criminal, and the caller wanted us to know. I told her i could send a complaint to CSM but i need all the information, and the caller said she didn't have all that information.

Advised: Her if she wants to file a complaint she may call us back with the information.

5/1/2013 6:49:47 PM

Caller stated her sister text her and told her she was accused of having explosives on her hands and took to a room, and was groped and made to feel like a criminal, and the caller wanted us to know. I told her i could send a complaint to CSM but i need all the information, and the caller said she didn't have all that information.

Advised: Her if she wants to file a complaint she may call us back with the information.

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 5/1/2013 5:53:04 PM
Airport : PHL - Philadelphia International Date/Time of Travel : 05/01/2013 9:30 AM Airline & Flight Number : USAir 1489 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :

5/1/2013 8:43:20 PM

Comment : I was witness to very rude, disrespectful treatment of the traveler two people in front of me in line, going through the screening process. At the head of the line, the traveler asked if he could NOT be screened as he was concerned about electromagnetic energy from the machine, as he was trying with his wife to have a baby, and as a physician there were concerns about electromagnetic energy and birth defects (he was very polite yet serious). The nice TSA lady said she didn't think the machine emitted energy, but that he could request a pat-down instead of the metal detector. At the point of going through the metal detector, the traveler very politely asked for the alternate/pat-down screening. Three TSA representatives and what appeared to be a senior officer were involved, telling the man that he must go through the metal detector and that he was in the wrong line for a pat-down, and that he needed to go through now as he was holding up the line. The man, continuing to be polite, said that he had been told he could request the alternate, and if he could be directed to where he needed to go, he would comply. At this point, the senior officer raised his voice saying that the traveler had two choices: He could go through the metal detector now, or the officer would alert the air line that the traveller had refused to be scanned and he would not be allowed to fly today or perhaps in the future. The officer said this at least three times, in a loud and intimidating voice until the man complied. I am writing because it is shameful that this traveler was subjected to such treatment, particularly when he had alerted the earlier TSA agent of his wishes and was just trying to do what he could to ensure that he would have a healthy baby. The traveller tried to be polite and was bullied by the senior officer. I regret not getting the man's badge number or name, but quite frankly, I was worried that he would then come after me as a possible accomplice to whatever crime he felt the traveller had committed. The traveller had what might have been a scandanavian accent, which further upset me that he was a guest in our country experiencing such rude treatment and lack of respect for his rights.
I have a lot of respect for what the TSA and law enforcement folks are trying to do to protect us, but the senior officer's behavior was wrong and embarrassing. I was compelled to write as I hope the traveller has also filed a complaint, and mine can serve to support him.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller flew out this morning from BLI with Alaska Airlines departing at Am from Gate A. The caller indicated that he didn't t have the flight number. He finished screening at 4am, but doesn't recall the time that it started.

The caller indicated that the female document checker had problems with his TWIC card that he presented for ID. The female TSO (5 2-5 4, medium build, black hair) accused him of tampering with the TWIC card; however he was permitted to enter the checkpoint.

A blonde female TSO that was very nice and polite pointed out that he had forgotten to remove a cell phone in his pocket.

He passed through the WTMD with no problem; however a male TSO by the name of (b)(6) (Lead Supervisor) roughly grabbed his shoulder and indicated that his pants were too baggy and that he would have to conduct a pat down. The caller feels that there was no reason for the pat down and that he was deceived. The caller indicated that he was wearing Wrangler boot cut cowboy cut jeans and when pulled out at the thigh there is about two inches of slack fabric, less than the pants of the TSO uniforms and regular slacks worn by other passengers. The TSO roughly touched his private parts.

The caller asked if there was video of this.

5/2/2013 8:41:34 AM

The caller indicated that he doesn't t like that he cannot always see his things during the screening process. He indicated that he has not been able to maintain line of sight with his items. He should be permitted to collect his belongings and bring them with him if additional screening is required.

TSA still owes him $850 for cross and chain piece of jewelry that became missing a couple of years ago as it he was required to remove it at the checkpoint. It was never found. He indicated that he did file a claim and it was ignored.

He indicated that he did not like the attitudes from TSO's as they act like their have God like status and if a passenger disagrees with a TSO, the TSO can prevent them from flying or get them arrested.

The caller indicated that he would like to provide kudos to the two female TSO that were very nice and polite.

The caller asked if there was a restriction in regard to powder and a fungal powder was not permitted. He indicated that screening for residue was not conducted.

The caller indicated that he requested a contact number from one of the female TSO's and indicated that he didn't t want to speak with anyone at the airport. He indicated that he didn't t want to speak with a supervisor however the TSO Lead (b)(6) came over and was rude to him (b)(6) provided a comment card which the passenger completed and placed in the appropriate box.

The caller stated that this is the only airport that requires him to remove his shoes and place on the conveyor belt. Other airports require that the shoes be placed in a bin and not on the conveyor belt directly. TSO are hard on passengers if they don t place shoes on the covey s belt. They badger people and TSO make their own rules.

The caller asked how long he should allow for the CSM to contact him back.

Caller stated that the IAH airport has no sense at all and whoever is over TSA has brains are made of water and there is not enough to give a flea a foot bath. They are idiots. Caller flew from San Jose, Costa Rica to IAH to SAT. He says he is severely disabled. He has a lot of metal in his back and hip and alarms the screening devices which requires him to go through a Pat down. He raised his shirt willingly (not requested to do so) which showed to the officer the scar from his surgery which he feels should have justified any alarms that went off.

He stated that this black screener had frisked him down like he just walked out of Afghanistan. Caller says that he is 72 years old and is not Arabic, so he doesn t understand why he has to be screened.
He had recently filed a complaint about a similar incident that happened when coming into the US through IAH. He feels that the screening procedures for TSA are idiotic and don't do any justice because the individual who bombed BOS got back into the US and still did what he did. He had no bombs inside of him and for the officers to go through so much screening, he feels that all of it is ridiculous.

5/2/2013 11:38:00 AM

Caller says that he has served his dues to this country and is sick of the government bullying people.

CCR informed him:

When individuals alarm a screening device a patdown procedure is required to clear any of those alarms. Raising his shirt was not required to do and does not allow for him to go through the checkpoint without being screened.
The officers were just following the procedures that are set in place for clearing an individual for screening.
CCR tried to inform him that TSA will screen everyone that goes through the checkpoint and since he has a hard time standing and walking, he does not have to go through any screening device and can automatically go through a patdown to be cleared.

Since he is complaining about the way the officers handled the situation, his information can be forwarded to the airport for further assistance.

Caller declined this because he has before and nothing came about. he continued to vent and the call was disconnected.
Caller flew on March 11, 2013 from LaGuardia to Palm Beach on Delta Airlines. She had an old cell phone in her carry-on along with an umbrella and altoids. The cell phone is missing. She said that she was distracted at the checkpoint by a woman and some children. She did not keep an eye on her bag. She said that she does not know if that is where her cell disappeared or not. She wanted to know if the cell phone has been found. She also wanted to suggest that the customer should always be facing the belt and the agent should have her back to it and be facing the customer. She stated that she was stopped after she went through the AIT. The TSO asked to see the back of her watch. She said that she never used to be stopped. Now she is stopped and has to have a patdown everytime she flies. She said that she is old and she should only have to undergo one form of screening.

5/2/2013 1:43:17 PM

I gave information per: http: www.tsa.gov airport-lost-found-contacts
LaGuardia Airport
718-662-5043
I started to tell the caller that the TSO is required to clear every alarm. She interrupted and did not allow me to finish my statement. I told her that I would make note of her suggestion about the passenger facing the belt.

Caller is very concerned because her cellphone was found at the ABQ airport and she had it sent to her and was told by UPS the person put the shipping document on the outside of the box which had her personal information including the credit card information, expiration date, etc. The phone was in the bin and she doesn t understand how it came out of the pocket of her purse, states she is a mastectomy patient and had to have a patdown and didn t realize the phone was missing because she was having to get dressed and gather her items for her flight. Caller states she contacted the airport lost and found and was provided another number to contact for TSA lost and found.

The issue is that identity theft is such a problem and she was told the item would be shipped on 4-23-13, but, wasn t shipped until the 26th and she only received yesterday and had to track it down because her business is closed on Monday when it was delivered. If it had been shipped as stated on the 23rd she would have received at her place of business during her open days.

5/2/2013 2:08:25 PM

States she spoke with Deborah Griego, 505-246-(b)(direct # for CSM, who arranged to do the shipping and would like her to be more careful in the future.
Flight # not available, Gate # not available.
Flew from ABQ to Houston Hobby, nonstop SW flight that departed at 2:30 PM (only nonstop).

Response:
Encouraged caller to cancel the credit card as a precaution and to check the charges to assure no one has obtained and used the number.
Apologized to caller for the incident and advised information would be provided to the CSM.

Conferred with floor support, G. Henline.

Feedback Type : Security Issue
Categories : Duration of Screening Process; Pat-down Current Date/Time : 5/2/2013 1:34:42 PM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : TO whom its my concern,

5/2/2013 2:26:42 PM

My name is (b)(6) I'm been working for LAX for the last 4 years with Virgin Australia under the contract of Virgin America. On April 30, 2013 around 8:30pm, I had an incident with the TSA females at terminal 3. It all started when I was going through security with a wheelchair passenger. When the wheelchair was taken in to do a female assist. During that time I was walking through the metal detector, the alarm went off. I went in the first time, TSA asked me to put my badge in the machine, then walk in again. Alarm went off again so that's when TSA decided to get me a female assist. While I was waiting; I asked TSA if I can get my badge back because I don't feel safe without it. She kind of gave me a attitude just because I was asking for my badge. Then, when I went through with TSA, she asked me what else do I have in my pocket. My answer was my money, then she asked me to take it out and put it in the container; as well my shoes,belt,and ring. When I did that she took the container and walked away. I ask her excuse me why you taking my money, can you please leave it on the table. I don't see the need for you to put the money on ex-ray belt. Then, she took my stuff to the ex-ray belt, other TSA staff approach me to give me instructions on how is the procedure of pat down. When she started with the pat down, I felt uncomfortable and humiliated knowing that I been working at the airport for the last 4 years. In the other hand, TSA she should only said, remove your belt not your badge maybe I would've not gotten the pat down. . Also, when I went back to get my pen from the table. The group of TSA that checked me and wheelchair passenger. They making me feel humiliated and they were laughing I got a pat down.

I understand that all of us we have instruction's to follow and work to do, but all with Respect, "Not with humiliation".
Please take this inconsideration for future customer's or staff.
Thank for your understanding,
If you need more information
please call (b)(6)
Thank You
Would you like a response? : True
Passenger's Name :
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller uses a wheelchair and travels from Houston Hobby. The caller said her wheelchair does not clear the ETD testing. The caller wanted know how to clear the chair. She wanted to know if she should wash it down would that help. The caller said it takes more time and she is wanting to know if there is something she could do to expedite the process. The caller said it seems to blow the agents minds when the ETD is positive from the wheelchair and asked should she get a supervisor.

Response Details:

5/2/2013 3:38:47 PM

I advised the caller I could not suggest anything or that she should wash the wheelchair.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. I told the caller if she requested a supervisor the process would remain the same. If there is ETD is positive additional screening is required to clear.

Email not sent.

Disability Description: Caller has a prosthetic arm and the caller said he feels like he is treated like a criminal because of his disability. Caller said that he cannot remember the last time he flew.

Information Request: Caller said he needs to get through TSA without the usual struggle. Caller said his prosthetic arm is incapable of carrying anything, so he gets treated like a criminal. Caller said he gets rude, embarrassing, up against the wall, idiotic kind of treatment. Caller said they are supposed to do things in a dignified manner. Caller said he always opts out of the screening technology at the screening areas.

Caller stated he has a trusted traveler card and he stated that he cannot be asked to remove his jacket, belt, his laptop or shoes. Caller became confrontational when I told him he can only get the expedited screening when selected. Caller said he has a problem with people who do not know what the system is.

Response Details: I told the caller I will refer this to a disability specialist. I told him I cannot give him the name of the specialist that will help him.

If a passenger uses a prosthesis, he or she is not required to remove the prosthesis, and Transportation Security Officers (TSOs) cannot accept a passenger s offer to remove the prosthesis. The way screening will be conducted depends on the passenger s level of ability. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

5/2/2013 5:55:40 PM

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

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

I was going to explain to the caller that he could be asked to remove his shoes and other items, but I stopped when he became confrontational.

I emailed this information to the caller.

5/3/2013 12:02:00 PM

Aloha,
Yesterday my grandson and I CAME HOME from Oahu. We had returned from an overnight trip to Oahu.
We were going through the Hawaiian Airlines TSA checkpoint leaving from Oahu to Maui.
I was placing all my items that I had in the bin and my Grandson was going through to the other side,
he made the buzzer go off because he has a brace on his right hand. The TSA guard told him the brace was the problem and
my 11 year old grandson started removing the brace. I told the TSA guard he can't remove the brace because he has a broken
finger. He turned to me and told me to stop yelling and he didn't tell the child to remove the brace. He goes on to inform me
that if the child doesn't remove the brace he will have to be patted down.
I instructed him to pat down the child because the brace was not coming off.
He let my 11 year old go through then I went through. He pulled both of us aside and told us to stick out our hands then proceeded
to wipe our hands as well as our bags that had just gone through x-ray. By now we were the center of attention from everyone around
and there were 3 officers there as we waited while they checked for our things for gun powder residue or what ever they could find.
I was so upset by the whole experience of the TSA agents involved.
I felt I was being punished for not removing a brace that the 11 year old needed for a fracture to his finger.
I am confused by the very unprofessional treatment I received on Oahu, when only the day before we had no problems going through security on Maui!
The Oahu TSA Guards had no professionalism about them whatsoever. So night and day from Maui TSA Guards. The guards there are very courteous as well as professional.
MAUI NO KA OI!

Respectfully,
(b)(6)

5/3/2013 12:03:29 PM

Caller stated she just wanted to complain, she flew fri, and the agent that screened her was rude to her, because she didn t want to go through the AIT machine, she stated she preferred to have a Patdown, and she stated he ask her questions as if she had something to hide. She stated she went through the AIT machine because he embarrassed her so bad, but she just wanted to know she had the right to opt out of it and request a patdown.

Advised: I apologized and advised her Yes, she has the right to opt out of it and request a patdown.

Caller states she sent an email due to an experience she received at Honolulu airport. She received a response from her email stating they needed additional information. She was traveling with her grandson who had a broken finger. He had a brace on his finger and he was not supposed to remove the brace. They were going through the checkpoint and the screening equipment alarmed when her grandson went through. He began to take off the brace and go through screening again. She yelled and said "do not take that brace off ". The TSO said do not yell at me I did not tell him to take his brace off. He gave her a disgusted look. As her grandson went through again it beeped again. So, they had to have a patdown. The TSO got some others to help him and they begin wiping her grandsons hands and then her hands. She had to stick out her hands and she felt singled out, harassed and embarrassed. When they came from Maui they had no problem, the TSO just used a wand. They were traveling with a group of 100 students and were rushing to get to the plane.

5/3/2013 12:45:44 PM

Maui (OGG) Kahului Airport
Airport: Honolulu International
Airline: Hawaiian
Flight: 236
Terminal: Gate 55
Baggage Claim Number: Unknown
Date: 05 02 2013
email: (b)(6)
Phone: (b)(6)

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.

Caller states they called 3 weeks ago to file a report against 3 TSA agents at BOS and she called the main number to file a complaint. Callers wife, (b)(took over the call at this point and provided following information:

Caller informed the TSO that she couldn t go through the AIT because of a shoulder replacement, husband couldn t stand straight because of his back. When the TSO was told her husband was former military the attitude of the TSO changed and because he couldn t stand straight he had to have a patdown and the TSO grabbed him and squeezed his testicles. One of the TSO agents yelled at their 11 year old daughter because she had a small amount of water which they didn t even realize she had.

Caller said the supervisor was standing there and made him remove his belt which was nylon.
Caller was told to stand up straight and he informed the TSO he needed his walking stick and it wasn t given to him and it was x-rayed 3 times before it was given back and the daughters carryon bag was hand searched and tore all apart.

Caller stated he was in the military and had to have searches and never had anything as invasive. They were flying via Icelandic Airways from BOS to Germany They asked when they would hear something concerning their complaint? They didn t get the name or Badge # of the TSOs.

Response:

5/3/2013 1:29:20 PM

Apologized to caller for the screening experience and assured the information would be provided to the CSM at BOS for their review.
Informed caller of the previous record and information from both of the calls would be provided to the CSM. Explained the CSM may be able to review the video of the screening and if additional information is required they generally prefer to communicate via email.

Informed caller removal of his belt is standard screening procedures.

Explained to caller they always have the option of speaking with a supervisor while at the checkpoint and there should be signs posted by the AIT advising them of the option to opt-out of the AIT screening , but, would be required to have a patdown to complete the screening process.

Returned call at approx. 2:57 PM to clarify the issue, caller states their complaint is because of failure to accomodate for her husbands disability and the rudeness of the screeners and also they didn t like the TSO yelling at their 11 year old daughter. Provided following information via phone and via email.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (
• 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

Ladies and Gentlemen:

In 1998 I had a total hip replacement (all metal).

I am very sorry to hear that the TSA will soon discontinue use of Advanced Imaging Technology (backscatter and/or millimeter wave), which was very convenient for people like me. I travel fairly frequently, and am wondering if there is anything I can do (pre-screening, etc.) to avoid a full pat-down every time I pass through security, because I know my hip will set off the metal detector.

Respectfully,

5/3/2013 2:20:28 PM

(b)(6)

(b)(6)

5/3/2013 2:20:57 PM

Feedback Type : Security Issue
Categories : Permitted & Prohibited Items; Pat-down Current Date/Time : 5/3/2013 1:21:53 PM Airport : EWR - Newark International Date/Time of Travel : 04/24/2013 8:15 AM Airline & Flight Number : UA1623 Checkpoint/Area of Airport : Not Sure TSA Employee: (If Known) : Not Sure Comment : I was traveling with my family and received a pat down; because 1 had a 6oz yogurt in my backpack. My son has a dietary issues, so we packed him some food, so he could eat something before or during our flight. He is very difficult to find food for since he can't eat most things. I was told in order to keep the yogurt I had to have a pat down. In the end I think what I had to go through was excessive for the matter at hand. A full body pat down seemed out of place for the circumstances. I agree with being safer and leaving no doubt that there is threat to anyone, but I think the search was a little too personal for my liking.
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

5/3/2013 4:08:48 PM

Today, May 3, 2013 at approximately 10:20am, I opted out of being radiated and chose what I understood to be a pat-down. Instead I was mauled by LTSO (b)(6) He was pushing so hard that I nearly fell down.
I have several bruises developing due to the aggressive mauling I received. He jammed his hands up in my crotch so hard that my testicles are sore and will probably be for several days. The supervisor that was present (my request as I've been groped 18 times, so far), tried to justify the mauling by saying the screener needed to use "sufficient pressure". Well, under no circumstance should a "pat-down" be so aggressive that the receiver receives bruises nor should it cause pain.

Fire the 2 idiots.

(b)(6)

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5/3/2013 4:08:48 PM

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5/3/2013 4:08:48 PM

Fire the 2 idiots.

(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Disability Complaint Current Date/Time : 5/3/2013 4:19:43 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 03/29/2013 3:30 PM Airline & Flight Number : United 1015 Checkpoint/Area of Airport : #71 TSA Employee: (If Known) : (b)(6) Comment : April 2, 2013

5/3/2013 6:46:28 PM

Dear Sir:

I am writing you again as we experienced another very unnecessary and extremely unpleasant experience with a TSA Supervisor at the Houston Airport.

We were returning from Mexico on March 29th and just got through customs. It was about 3:30pm (EST). We were rechecking our carry-on bags through security at checkpoint #71, when we encountered extremely rude TSA agents.

My husband and I were traveling with our 7 year old special needs son who has Down syndrome. We have traveled many times with him and have not had a problem since our last experience in Newark back in March 2008, when I wrote the first time. We explained to the screener and Supervisor as we have done in every airport we have traveled in, that our son has special needs which of course they could clearly see and he has medications, as well as some drinks (water and yogurt shakes) because of his diet in the cooler bag. We explained that we also have a note from the TSA and a doctor's note. The problem started then as no one wanted to look at any of it. If this kind of documentation is going to be disregarded by your employees, then I guess there is no reason to carry it in the future.

From this point, they proceeded to pull my husband aside and explained that they would have to go through all of our bags. We were told it was because the Ipads were standing upright in the bags instead of laying down flat. Never heard this in all the years we have traveled, but the funny thing if this is really why we were being pulled aside, they never went through or rechecked any of those bags. It was very clear that this was discrimination from the start.

They went right for my son's Dannon yogurt drink which is all of 3.1 fl oz., which according to your policy "any liquids or gels under 3.4 fl oz. is allowed". It was also clearly written in the letter we were carrying "TSA allows medications and foods, liquids and other items specifically needed for medical conditions in reason amounts...." I think not only was this considered reasonable amounts, but again we clearly told them that he has a special diet. They again did not want to listen to anything we had to say and proceeded to pat my husband down; even after we explained three times that we have documentation. We were very upset at this point and the Supervisor had the audacity to say "if you just be quiet it will go faster." Seriously, is this how you train your employees on how to treat passengers?

At this point my husband was so upset and started shaking because he felt that he was being disrespected during the pat down. He even told the Supervisor his pants were practically falling down as they made him take off his belt. The arrogant Supervisor said "then hold them up". I said "well you just told him to put his hands out to the side which do you want"? As I look at your policies and I will quote what is in there:

"Our current policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated equally and with the dignity, respect, and courtesy they deserve."

Neither my husband nor I will say that this was followed. It got to the point where I said to the Supervisor "look how you are upsetting my son", because at this point my son was clearly shaken seeing his father getting patted down and realizing now that this was because of his drinks. My son continued to say "I'm sorry, I'm sorry!" This is absolutely the most despicable thing I have seen. We have enough as a family with a special needs child to deal with without your employees upsetting him

5/3/2013 7:58:55 PM

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 5/3/2013 6:53:47 PM
Airport : SMX - Santa Maria Public
Date/Time of Travel : 04/30/2013
Airline & Flight Number : SkyWest
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have bilateral knee replacements and fly from SMX at least four times yearly. In the past few years, I have successfully used the body scanner without being discriminated against due to my knees. This trip, I found out that the body scanner at SMX had been sent to Fresno and I was forced to undergo a body patdown after setting off (obviously with my knees) the metal detector alarm. This discrimination is unfair!! Please obtain a replacement body scanner for the SMX airport so that all passengers will be screened fairly! Thank you, (b)(6) (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

-----Original Message-----
From:(b)(6)
Sent: Saturday, May 04, 2013 4:34 AM
To: TSAExternalCompliance@dhs.gov
Subject: In regards of Tsa pat down being conducted by a male towards a female

5/4/2013 3:20:12 PM

(b)(6)
Torrance, CA 90503
(b)(6)

Las -Lax United Airlines flight number 334 y Time 6:15 April 29 between the hours 4:30-5:15 or so when I was proceeding to the check point. I was on the far right of ticket document check. After passing I was on the far right of the body scanners. I went through the body scanner and than a male in his 30s white average height touched my hands and tried to open my impaired hand while trying to take explosive residue. I have a disabled hand and the Tsa officer was forcing my hand open. Than after I was patted down on my chest on bare skin the Tsa officer had no gloves either. There was skin on skin contact on my breast. I was in the area with another female officer that patted my bottom correctly. The male Tsa officer patted my bare chest. I later called the checkpoint at terminal 3 united airlines and reported what had occurred. I spoke to the terminal manager name(b)(6) and he told me that they would run video cameras and that I had to contact Tsa and that he was not allowed to discuss the matter. I would like some information about the standards of operations I also was told the way the pat down was conducted is wrong. This is considered to be sexual harassment and also battery. Please contact me in regards of this issue Thank you !
Sent from my iPa

The caller's husband receives cancer treatment in PHL and she flies from ATL to PHL quite often. At PHL this morning she had a very bad experience at the checkpoint.

Her husband can not lift his arm up because of metal plates where he had a tumor so he has always been patted down. She does not have a problem with that or the fact that he needed the pat down or the way it was conducted.

She does not feel that the issue had anything to do with his disability and was simply the TSO s being rude to her.

He had treatment yesterday and his cushion that he used in the wheelchair set off an alarm. The cushion was under him in an airline provided wheelchair.

The caller and their bags had already been cleared and she was in the sterile area. The TSOs brought her back to go through and hand inspected all of bags, she had one with clothes and a bag with their medication. She always tells them about the medications before screening and they dumped the medication out of the bag that they are carried in and she did not feel comfortable with the medicine being dumped out in public because there were narcotics. She does not mind having items inspected if necessary but she was already through to the screening checkpoint and everything was cleared before they were brought back in.

5/4/2013 5:48:16 PM

They were hand bumping each other and giving high fives when they were finished which she found very upsetting. She spoke to a supervisor at the checkpoint after this and he recognized her from a previous flight and gave her a card to contact us. She was told that before her next flight she can contact us to request assistance for her husband so she is planning on calling back closer to her time of her next flight on 5-23-13.

Flight information:
Airport: PHL
Airline: US Air
Flight: 3263
Date: 05-04-2013
Time: departed 2:15 pm at the checkpoint just around 12 pm
Location: Gate C26 at terminal D

Advised caller:

I will be escalating this to the CSM at your airport so they are aware of the situation and complaint.

You can contact us before your next flight to request assistance. We do offer that for people with disabilities.

I recently (April 28) traveled from Long Beach airport for the first time since the remodel. I have a suggestion. I have a hip replacement and always need a pat down search. This means walking barefoot on the non-carpeted floor. It would be a great help if that area had some padding on it since the bottoms of my feet are very sensitive. I imagine anyone else who has to walk barefoot in that area is also in pain.

5/4/2013 7:13:02 PM

Obviously, I don't travel a lot, but those who do would benefit from this improvement. 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: 5/4/2013 8:51:59 PM

5/5/2013 9:14:34 AM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):FLL-EWR FLIGHT 597...DEPARTED FLL MAY 3, 2013. SOMEONE MUST CONTACT ME, (b)(6) AS SOON AS POSSIBLE. COMPLAINT BEING MADE ON BEHALF OF (b)(6) BY HER DAUGHTER (b)(6)
Comments:I EXPECT SOMEONE TO CALL ME AS SOON AS POSSIBLE. AGAIN, (b)(6)

5/5/2013 9:14:57 AM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 5/5/2013 1:21:56 AM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am recently pregnant, and would rather have a pat-down instead of other screening methods. But when I request a pat-down, I'm told that my belongings will sit unattended (laptop, wallet, etc.) on the other side of security while I wait for someone to conduct my screening. Why can't I watch my things while waiting, or at least have a TSA officer watch my things? Each time I'm told to just hope no one steals my things. Does the voluntary part of scanning include "choosing" to leave my computer unattended in front of scores of strangers?
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

5/5/2013 3:48:56 PM

The caller said he went through the checkpoint at Denver and received a pat-down by a male officer. Caller states the officer put his hand up his shorts during the patdown.

The caller said the incident occurred on 5 5 2013 between 8:10am and 8:15am.

The caller flew on United Airlines but does not know the flight number, gate, terminal number officer's name or badge number.

The caller wanted to know if the TSA can put their hands up people s clothing.

I told the caller TSA does not put their hands up passenger s clothing and the screening process does not involve any removing or lifting of clothing. I told the caller I would forward the information to the CSM.

5/5/2013 4:57:49 PM

Yesterday (5/4/13) I flew from Boston to Ft. Lauderdale. When going through security I went through the "x-ray" machine and was pulled slightly over to the side and quickly told my back had to be patted down. I was very embarrassed because I have a scoliosis. I was thoroughly patted down on my back while being very embarrassed. I wasn't offered a private pat down. I had been screened in Ft. Lauderdale 3 days before that and they were only interested in my watch. I realize there is heightened security in Boston but patting down a 62 year old with a back deformity seems extreme. What is the procedure supposed to be?

(b)(6)
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 5/5/2013 10:58:51 PM

5/6/2013 8:21:08 AM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Jet blue flight 701 from jfk to san juan. gate 2
Comments:Employee (b)(6) was stationed after the scanner. I went through the scanner and was told to wait. She turned around and put gloves on and told me she needed to pat down my back, but before I could say or ask anything, or had a chance to move my hair she swiped her hands down my back and hair with gloves on and ripped my hair out. This was totally inappropriate and rude behavior. She should have 1. given me time to move my hair 2. asked me to move my hair if it was in her way, instead of ripping my hair out. This is an extremely barbaric way to treat customers and she should be removed from her position. She is both too rude and incompetent to be working at this station. Customers should never have their hair ripped out during a search.

I am writing to express my extreme displeasure at the way I was treated at the MSP airport security checkpoint 6 at 2pm on 5/2/13. The TSA agent manning the xray scanner requested another agent come for a pat down as something was alarming between the waist and the shoulders. I travel frequently for work and have never had to go through something like the pat down that occurred next. The TSA resource did not do a good job of explaining the procedure at all. I asked to be screened in private if my breasts or genitals were going to be touched. The agent just mumbled something like I use the back of my hands and started the pat down.

The contact that was made at the breast, genital and waist areas (after I had to hold my shirt up to just under my breasts in the middle of the airport) definitely necessitated screening in private. Cupping my genitals when there was something between the waist and the shoulders, was unnecessary. I get that you have to do what you have to do, but I am very upset that my desire to be screened in private was ignored.

5/6/2013 8:21:16 AM

The contact made me feel dirty and violated. There was of course nothing found on me - I was just mortified in front of co-workers and the entire crowd at the airport for no reason. It would have been much better to have just been taken to a priate room to ensure that there was nothing on me besides an underwire bra.

PLEASE ensure that your agents provide for private screening when requested. I can assure you that I will not allow anyone to touch me in front of anyone else in the future now that I know what you do.

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

April 27, 2013

Dear TSA:

On 23 Apr 2013, I was traveling through the San Jose Airport with my 89-year old father (who has dementia) to visit his grandson's Marine Corps graduation. He is able to walk, and can function at a reasonable level, but understandably struggles when going though a UNreasonable search.

While going through the TSA screening process, I was shocked to see he was sent to a "secondary inspection" area to undergo additional screening. He was asked to remove his belt and place his hands over this head, while the screening device scanned him several times. He struggles with balance issues, so this was not an easy maneuver for him to accomplish, especially while trying to keep is pants from falling down. The pat down, removing his belt and the use of the scanning device he was forced to undergo seemed not only excessive, but contrary to your policy as stated in your web site below dealing with those 75 yeas old and over are, according to your policy, given some leeway in the screening process.

5/6/2013 8:21:32 AM

It was shocking and embarrassing for both my father, onlookers and the TSA screeners to force an 89-year old man through a series of gyrations that only seemed to slow everyone down, but did little to enhance security. I have a difficult time seeing that security is really enhanced through such a process.

Perhaps equally important, is the seemingly ridiculous position your policies place TSA workers in who must carry out mindless tasks void of common sense. When concern was expressed to the supervisor, he was understanding and encouraged me to contact the TSA or my elected representative, which I'm doing.

Without compromising security, would it not be possible to place one person, who would have the ability to exercise independent judgment and assess that an 89-old World War 2 veteran with dementia is NOT a security threat. Or perhaps more simply, the TSA could follow their own policy stated on their web site,
"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. "
Does "an additional pass" mean they do not go through the AIT imaging devices or must pass through the devices? Apparently, as practiced in San Jose, it means 89 yr olds must pass through the devices.

This letter is not intended to scold and lecture, but a simple request to consider RE-examining your policies as it relates to seniors. I understand safety is your primary concern and appreciate your efforts to accomplish that objective.

Thank you

Sincerely,

Good evening,

I am a frequent flier who has, to date, had nothing but pleasant to neutral experiences with TSA screeners at various airports across the country. I have NEVER experienced such unprofessionalism with any other airport TSA personnel until I travelled home frome Houston-Hobby in Texas.

The screener who my husband interacted with was rude. He patted down my husband without adequate warning; he just abruptly stated he needed to pat him down without explaining where or why. When my husband inquired about which area of concern the screener had, the screener simply pointed to the body scan screen and grumbled, "See the yellow? I have to pat you down." I consider this to be poor personal communication skills at the security check point. All other TSA screeners who have "had" to pat me down took the time to politely explain why the pat down was necessary and what parts of my person they were going to touch before making contact. This interaction would be much more preferable as it at least gives the traveler a sense of personal respect. We reported the incident to a supervisor, who was more interested in explaining the body scan policy without catching on that our concern was the screener's attitude, not TSA protocol.

5/6/2013 8:21:35 AM

We would have been happy to move on without further complaint, but upon arriving home I found one of my bags had been searched, was left in complete dissarray, and no nice little notice card from TSA (the bag was locked with a TSA approved device). Again, I am fine with this process and actually expected the search due to what I had packed in that suitcase (perfectly allowable per TSA FAQ's) but they did not re-tighten the straps holding all of my contents in place. It is fortunate that I placed my more delicate items in my other suitcase where they remained safely strapped down, or else I would have found damaged items and would have had to fill out a claim with TSA, a process which I am sure might be more pleasant than interacting with the screener (sarcasm).

I am happy to report that TSA has never left me feeling so violated (I never had a privacy issue with body scanners, I think that whole issue was plain silly), but dissapointed at that wonderful record being tarnished with my experience at Houston-Hobby. In this age of ever increasing discontent concerning government mismanagement, I hope this e-mail finds itself in the hands of someone who can correct Houston-Hobby staff before they find themselves under investigation for more serious transgressions (like inappropriate fondling, selling uniforms, and stealing goods from travelers - 'cause none of that has happened in TSA - more sarcasm). It's the little things that assures success.

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

Please review security video footage from Sunday, April 5th, 2013 from 4:00pm to 4:30pm at Tampa International Airport. You will see an agent lead me away from the standard pat down area, conduct an invasive frisk, then proceed to push my genitalia with enough force to make me lose my balance. I'm considering legal action. Please inform me of the actions taken to discipline this individual; he made me feel a rage I never before have experienced.

5/6/2013 8:21:39 AM

-frequent flier out of TPA
(b)(6)

Sent from my iPhone

5/6/2013 2:11:17 PM

The caller has two knee replacements. The caller said everytime she travels she has to go through the metal detector and she has to receive a pat-down. The caller said she always has to go to a private room and have a pat-down performed again. The caller said she is a 78 year old woman and she is not a threat. The caller said she will be traveling again and she wanted to know what she needs to do to avoid this happening.

I told the caller if she goes through the metal detector or the AIT and alarm sounds or an anomoly appears she would have to under-go a pat-down. I told the caller she would have to under-go a pat-down even if she tells the officer she has the metal implants. I told the caller she can request to speak with a supervisor.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 5/6/2013 12:38:34 PM

5/6/2013 2:13:15 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 1973, Southwest, Gate 8, Charlotte, NC
April 22,2013, @ 8:00 am, flight 10:25am.
Comments:Your TSA man was very disrespectful. I understand when and alert goes off you have to do your job, however when you start looking through my check books all three of them and credit slots then you have carried it to far. I am a member of the Department of Homeland Security, therefore I take every measure to make sure I am doing the correct thing.

Secondly, your lady pat down, let her know it's very rude and inappropriate in front of men as well as women going through my legs, in my pants. You all need to know how to conduct searches properly or further more get a closed in room. I would had taken off my clothes if needed the way she searched me!

Sincerely,
(b)(6)

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 5/6/2013 1:27:59 PM
Airport : RSW - Southwest Florida International Date/Time of Travel : 05/05/2013 2:00 AM Airline & Flight Number : southwest Checkpoint/Area of Airport : security screening TSA Employee: (If Known) :

5/6/2013 2:13:39 PM

Comment : we have flown with small children before and we have read the rules for what we can take with us. We had 3 juice boxes for 2 children under 3 years old. We had them in plastic bags and we took them out of our carry ons. We also had 1 baby food pouch of about 4 ounces unopened. The security agent first told us that they were not allowed, which per the website is incorrect. Second she said that they all had to be opened and tested. This makes them useless as they are no longer seated containers and it also contaminates the baby food pouch. Then it was submit to a full pat down or don't have the juice, which is fine its not the first time. It happened on the previous flight and was what I would expect of a pat down. The one in Florida was a bit more questionable with lots of feeling around the chest area and a full on hands down the pants. Mind you this is a nursing mother of 2 children under 3. After that we were finally given the ok to proceed. The cherry on top is that the other couple we were traveling with who also had 1 child under 2 and who had 1 juice box and 2 baby food pouches was let through without an issue. No "you can't have that", no aggressive pat down, no threat to open the food, no hassel at all.

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

The caller was stopped in PDX on Saturday morning. The alarm went off when she went through screening and they said it detected something on her hands. They used the wand and were able to clear that alarm. She was subjected to a pat down because there were two other alarms. The caller was cleared at the checkpoint to board the aircraft after the additional screening.

One of the agents told her she should remove the items from her carry on when she got home and clean the inside of the bag with alcohol so she did not set off an alarm in the future. When the caller asked the officer what was in her bag that would need to be cleaned, the officer told her she did not want to know what is in it. She was not sure why they did not tell her when she asked and they did not tell her she could not be told about it. She was not sure if that was a policy. She is worried that it may have been something dangerous and wanted to know what it was.

5/6/2013 3:39:47 PM

Flight information:
Airport: PDX
Airline: Frontier
Flight number: 232
Date: 05-04-2013
Time: At the checkpoint around 5:30 AM Departure time was 6:10 AM
Location: Gate C10

Advised caller:

I can escalate this information to the CSM at the airport for them to review this information.

Disability Description: The caller has PTSD due to being a victim of sexual assault and can not handle a man touching his buttocks

Response Details: I apologized that he had a bad experience at the checkpoint.

I will escalate this information to the for a review.
I told him that it would be escalated to the CSM at DFW. The caller had concerns that the CSM was one of the people that patted him down in the private room. I advised him that this would not have been the case.

I advised the caller that he would need to contact the airline for any complaints about their service.

I called the passenger and spoke to him and his mother.
I spoke to the callers mother and gave her information on submitting a written complaint.

5/6/2013 4:09:51 PM

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

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

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

Incident Details: The caller has not flown for a while. He flew from Tucson to DFW to Madrid. He had a return flight from Madrid To DFW to Tucson. He stated that he was abused, sexually assaulted, and basically tortured by TSA. This happened when he was trying to get on his flight from DFW to Tucson and had to go through the checkpoint. He stated that he had not problems at any other point of his itinerary.

The first time he went to the checkpoint, he was told that he would need to have his buttocks area patted down because of an alarm, he considered this being groped. He asked them to change their gloves before they patted him down and the TSO

(b)(6)

(b)(6)

(b)(6)

(b)(6) Coppell TX 75019

HYPERLINK (b)(6)

What happened:

5/6/2013 4:18:41 PM

I was just subjected to a half an hour pat down and complete interrogation at the Memphis Airport right down to what street I lived on!

The security manager (b)(6) is unquestionably the worst I have encountered in all my airline travels.

I am a 56 year old, business woman and look every bit my age. I arrived at the airport dressed in business attire and showed no signs of any type of behavior that could be considered high risk. There were plenty of people in line who were dressed in foreign attire that as a passenger I sure wished they would search. But no they barely looked at these people.

The pat down was invasive, humiliating and having my bags searched for over a half an hour was ridiculous. Now the same fat, slow agent is doing pre-screening at my gate to DFW. For all I know I will be felt out again.

Please if anything can be done to retrain this crew at Memphis would appreciate it . The airport TSA is slow, worse than anywhere and I have seen them harrass other business travelers.

The saddest thing of all is in no way am I safer on this flight than if none of this had occurred Ti

When did this happen?

5/6/2013 4:50:58 PM

She stated that they were coming through PHX to BUR today, and went through security around 7:25-7:30 a.m. Her husband has 2 knee replacements, and generally he goes through the AIT, but there was only one of those available, and it was at the other end. She thinks that there should be a sign saying that any passenger with metal implants would need to go to the specific line that has the AIT. The lines weren t long at all, and they got to walk up and go right through, but because there was no sign there saying that he should go through the AIT because of the metal implants, he got a patdown because he set off the WTMD. She thinks that the patdown was too much for an 88 year old. She doesn t understand why they didn t have them all open. Once he went through, and was patted down, they sent him back through.

Flight details below:
Airport: PHX
Airline: Southwest
Flight #: 3384
Went through security: 7:25-7:30 a.m.
Departure Time: 9:25 a.m.
Departure Date: 5-6-13
Terminal Gate: 4 C6

Advised Caller:
I told the caller that I would send her information up to the CSM at that airport so that they would know that she was upset about the fact that there was no sign, and that she thinks there should be a sign set up so that passengers can know if they have metal implants then they should go through the line for the AIT.

Please forward this to the appropriate handler of HYPERLINK "mailto:tsacc_do_not_reply@senture.com"tsacc_do_not_reply@senture.com e-mail responses.

Point 1: We DID speak with a Supervisory Transportation Security Officer immediately - all she did was similar to you, explain how they are required to screen. I will reiterate one more time: We did not have a problem with being screened - it was the poor attitude of the screener and his failure to properly communicate his intent prior to touching my husband. Bad, horrible, awful, training. This e-mail indicates that TSA is not interested in correcting it's bad, awful, horrible training. It is also important to note that the screener just touched the fabric around my husbands knee to confirm that there was in fact a metal object there (a zipper to convert the pants to shorts) - which the scanner already alerted them to, but he did not bother to LOOK and see what that object was (it was UNDER the cloth). Major security FAIL.

Point 2: I never claimed anything was lost or stolen, I stated that it was "fortunate that nothing had been broken". Again, TSA shows a complete failure to read and comprehend the complaint I sent. I was not complaining about my bag being searched, I was complaining that the TSA agent who searched my bag did not re-secure the straps after pulling them all apart and did not provide the flier with the appropriate information after opening my bag. Again BAD, HORRIBLE, AWFUL training. And for you to even attempt to place the blame on the airline or the airport is shameful. The actions that occurred to my bag was clearly done by TSA not the airline or the airport. Again - the bag was locked with a TSA approved device, are you implying that my bag could have been opened by someone other than TSA? Is the e-mail response I received from TSA an official statement that the approved locks that only TSA staff are supposed to a master key to is a farce and a sham?

5/6/2013 4:52:41 PM

Point 3: I recommend that the individual who responded to me actually read the complaint to improve their own bad, horrible, awful handling of a tax payers valid complaint and concerns regarding EFFECTIVE security practices at our nations airports. The author's e-mail response was far from helpful and totally off the mark.

Assurance that the actions of the Houston based TSA staff were NOT acceptable and that they will be provided corrective training is all I had hoped for. However, an e-mail containing only excuses that do not even remotely address my complaint or concern only irritate me further and confirms TSA's lack of efficacy and respect for the security of America's citizens. I assure you, ladies and gentlemen, that the actions of the TSA staff in Houston and the individual responding to my initial complaint are an embarrassment to your organization's published mission statement and workforce expectations.

To quote from your website: "We are your neighbors, friends and relatives." My neighbors, friends, and relatives all have a higher work ethic and respect for me and each other than your Houston staff exhibited.

Regards,
(b)(6)

cc: Committee on Oversight and Government Reform
I am a member of TSA Pre check via Global Entry, ID (b)(6) I use the pre check lane at DCA and IAD whenever possible and appreciate the shorter line for security. However, I have a metal hip replacement that requires me to still complete the full screening process, including removing shoes, emply pockets, etc. Plus, if the pre check lane does not have an AIT machine in use, I must endure the full pat-down procedure.

Do you have, or are you planning to have something that can be noted in my profile identifying the hip replacement and avoid the extra steps? As of now the only benefit to me is a typically shorter line, but if I am traveling with my wife, she is still stuck in the normal routine.

Thanks for whatever information you can provide. I spoke to one of the pre check headquarters staff at an AAAE conference and they promised answers, but no one responded.

(b)(6)

5/6/2013 6:25:40 PM

TSA Chief Security Officer, Retired.

(b)(6)

The caller wants to file a complaint regarding TSOs at ORD. She stated that this incident makes her lose confidence in TSA. She stated that she plans to email as well.

She stated that she was with her parents. She stated that her father went through the scanner and he forgot to take out his wallet. She stated that he went to take out the wallet and a TSO kept yelling at him telling him to take it out. She stated that she believes that her name is (b)(6) She stated that the older woman was yelling at her father.

She stated that her mother has a pacemaker and she cannot go through the scanners. She stated that she got a patdown. She stated that the agent was very rough with her and she grabbed her arms and she grabbed her vagina. She stated that she told her mother not to call a family member over for the screening. She stated that it took 15 minutes. She stated that the agent was squeezing her skin. She stated that they would normally just rub the fabric. She stated that the agent she thinks was Wiley. She stated that she feels as if she was assaulted.

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

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

5/6/2013 6:34:42 PM

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

I explained that if she sends an email, it will also be sent the TCC here.

The caller's flight details are as follow:

Departing Airport: ORD
Destination: Santa Ana
Airline: American
Flight: 1775 @ 6:15 pm
Terminal:3
Gate: K8
Date and Time: May 5th, 2013 @ 4:00 pm

To Whom It May Concern:

I could use some help. For the last 9+ years, every time I fly, I am hassled at the airport – every time. Not occasionally, every time. At first I was told it is because of my fair complexion and light hair color – we can't profile? Have you seen the pictures of the bombers from the Boston area? Not exactly blonde, blue eyed American citizens like me – so am I being discriminated against? Then it was because I am a woman. Really?

The last time this happened (April 2013) the agent told me I am apparently on some list and thus had the "SSSS" designation on my boarding pass because of it. Some list for what? Who would put me on a list? Who has that right? A friend who works for TSA says this is not right either. He advised me to write or call to be removed immediately. The last time I went through "screening" was the worst. It was so bad I couldn't bring myself to deal with this letter until now – I tried to call, but your phone system is screwed up and I kept going around and around and around with it which would not let me make a selection, and then it disconnected me. Not real helpful. Because of these ridiculous encounters I'm really dreading flying.

On Sunday, April 14, 2013, I was returning from a fun trip to Mexico with friend. We had a two for one for first class so finally I got to get on a plane first, but that's where this horrendous nightmare of a day started. I was pulled over there at the departure airport (Puerto Vallarta) and my carry on searched. This has become routine harassment for me to endure. I cleared customs in san Diego without incident. Then we had to go back through security AGAIN in San Diego – which is stupid in and of itself - in order to board the plane for PDX. I thought he was joking when he said I was lucky – I was going to get the "super security check" today. Ha ha ha! The three people travelling with me laughed, until they witness the inhumane, degrading, insulting, ridiculous, uncalled for, harassment I had to endure in MY OWN COUNTRY. I am NOT a terrorist, I have never been a terrorist – never will be. How or why I would be on any list is BS! And for what? In San Diego I was grabbed, groped, "wanded", pinched, insulted; my pottery was broken, and the original print I was bringing home was bent and ripped. My family kind of got a kick out of this pathetic treatment at first, but now they too are fed up. My oldest son is leaving for his 8th, yes 8th, tour to the Middle East (career Army), and my youngest is a police officer. Seriously? On a watch list?? There are NO terrorists in our family. I am nearly 61, borne in Havre, Montana, in (b)(I have live here in MY country all my life. I finished college here and am a high school administrator here. I am not a terrorist, person of interest, or questionable character. Why am I being targeted? Why am I on a list of any kind? It is particularly insulting when I am constantly put through this hell and yet a multitude of minorities are allowed to waltz right through behind me without question or a second thought! Please help!

5/6/2013 8:08:23 PM

I expect to be taken off whatever ridiculous list I have been added to immediately. I have provided some information – what else is needed?

(b)(6)

(b)(6)

(b)(6) Vancouver, WA

(b)(6)

Thank you for your immediate attention to this matter.

To Whom It May Concern:

I could use some help. For the last 9+ years, every time I fly, I am hassled at the airport – every time. Not occasionally, every time. At first I was told it is because of my fair complexion and light hair color – we can't profile? Have you seen the pictures of the bombers from the Boston area? Not exactly blonde, blue eyed American citizens like me – so am I being discriminated against? Then it was because I am a woman. Really?

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5/6/2013 8:08:23 PM

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I expect to be taken off whatever ridiculous list I have been added to immediately. I have provided some information – what else is needed?

(b)(6)

(b)(6)

(b)(6) Vancouver, WA

(b)(6)

Thank you for your immediate attention to this matter.

5/7/2013 12:03:52 PM

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 5/7/2013 10:38:19 AM Airport : DEN - Denver International Date/Time of Travel : 05/02/2013 2:00 AM Airline & Flight Number : Frontier720 Checkpoint/Area of Airport : A Gates TSA Employee: (If Known) :
Comment : First, this is an observation that includes all airports and all security screens and is not connected to a specific time or flight.
I am 76 yrs old and am therefore allowed to wear my light jacket and shoes during screening. This turns out to be a theater of the absurd. If I wear my sport coat thru screening in Denver for example, I am always subjected to a pat down and explosive check. Why? Because there are buttons on my jacket as there would be on all light jackets. So the allowance to wear a jacket is meaningless and in fact causes me more scrutiny than otherwise. If I wear my shoes thru a magnetic screen, I have to go back and take them off and be rescreened adding to the process instead of easing the requirement. Rather than easing the burden for older passengers, TSA has created a circumstance of false expectations and has in fact added to the annoyance and time of the process of security screening.
Would you like a response? : True
Passenger's Name : LTG (Ret.) (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

(b)(6)

(b)(6)

5/7/2013 2:08:24 PM

From (b)(6)
Sent: Sunday, February 17, 2013 6:56 PM
To: tsa-contactcenter@dhs.gov
Cc: (b)(6)
Subject: Unhappy experience

I'm (b)(6) going through security checking point was send to go through XR..Never do, so I Ask for

Female assistant for pat-down

During procedure was interrupt by another female assistant (b)(6) And she started to pat down me again from the beginning

I have knitted dress on and the skirt, she want me to raise my dress up to see belt on my skirt, I was put in the position to choose to lift my dress or take off my skirt so she can see my belt. I took of my skirt and for my surprise she was not interested in the belt anymore. She told me I do not cooperate and supervisor was called

I had to ask for another female assistant and we finished it quickly. As a result of incompetent of 2nd assistant I was pat-down 3 times during 7 minutes,

It is not happy experience. This particular assistant should be trained better

The caller works for an organization called Childrens Flight of Hope, which helps ill or injured children travel. She called to provide information regarding a very bad experience that one family had in Birmingham to Boston on April 29th. The family has a 5 year old that is in a wheelchair and has multiple disabilities. The child must travel with lots of equipment and food supplements. She stated that the officers opened her special formula, which ruined it and it had to be thrown away, even though she insisted that they do not open it. She stated that the mother really protested the way the officers were screening her daughter and they made her go through a full body patdown, which caused them to almost miss their flight to Atlanta. She stated that the mother is a special ed teacher and they have flown before, but never had such a bad experience. She did not feel that it was disability discrimination. She did feel that it was poor customer service.

5/7/2013 3:05:19 PM

Airport: Birmingham traveling to Atlanta
Airline: Delta
Flight number: 1206
Monday 10:45 a.m. april 29.
Does not know what terminal it was at.

Advised caller:
We are very sorry for the bad experience this family had. I will forward the complaint to the CSM. I advised her to contact the TSA Cares line and provide us with the itinerary the next time they fly at least 72 hours in advance.

From: (b)(6)
Sent: Tuesday, May 07, 2013 4:08 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP: (b)(6)
Date Time: 5/7/2013 4:08:18 PM

5/7/2013 8:09:44 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

TSA makes me ashamed of my military service

Comments:

I flew again yesterday and, as happens every time I'm forced to run the TSA gauntlet, I feel shamed that I served (and shed blood) for a country that now treats its citizens like this. We are now forced to take off shoes, remove belts -- all for no apparent
Caller: Arrived from Argentina. During the screening at the checkpoint before going to Miami customer was stopped for additional screening.
Stated that a female officer asked her to many questions.

Location: Miami International.
Gate: Not provided
Airline: American Airline
Flight #:490

5/7/2013 9:06:44 PM

Advised: 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.Tried to get more info but she said to forget the complaint after advised is a random screening.

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

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

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Remote Client IP: (b)(6)
Date Time: 5/8/2013 8:20:44 AM

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

5/8/2013 10:02:23 AM

Complaints:Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 2028 out of Orlando on 5/6/13 at 3:55pm. Gate A78

Comments:Hello,

I went through security with my husband, 3 year old daughter, 2 year old son and 6 month old son. I had a separate bag for my (2) 6 ounce milk boxes, (2) 6 ounce juice boxes, a 2 ounce formula bottle and a 4.1 ounce baby food. The young female TSA screener (about my age) informed me that I was not allowed to bring any of the items through except for the baby formula. I explained that I desperately needed the milk for my diet restricted 2 year old and the baby absolutely needed baby food. We arrived at about 2:00pm and we would not be getting home until approximately 8:00pm and my infant cannot go that long without food. The agent informed me that I would be allowed to keep the milk only in exchange for me or my husband doing a full body pat down. I was shocked, humiliated, and infuriated. I told her that my husband would be willing to do a pat down in exchange for keeping my son's milk. My husband did it and was horrified at being extorted to keep MILK! The agent kept my baby food and juice. I was almost in tears as we were leaving. The woman then said she found liquid in my diaper bag. She went through the entire bag and found another 4.1 ounce package of baby food. I begged her to allow me to keep in for my infant. Her response was, "You chose milk for your pat down so you can't keep this too." I cannot put into words how upset I am and how upsetting it was to have a screaming infant on a plane for 2 hours simply because a single individual was absurdly harassing me and my family. I have flown multiple times with the same exact items and have never had an issue. I still cannot believe we were extorted into having a pat down in exchange (her words) for keeping my son's milk. Additionally, I was too afraid that she would further harass us if I fussed about being able to keep my infant's food. This was a ridiculous incident that kept no one safer, did nothing to improve air port security and only caused stress for my small children and family.

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

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Remote Client IP: (b)(6)
Date Time: 5/8/2013 10:55:10 AM

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

5/8/2013 12:05:56 PM

Complaints:Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Departing from MCO Flight 2028 out of Orlando on 5/6/13 at 3:55pm. Gate A78

Comments:: Hello,

I went through security with my husband, 3 year old daughter, 2 year old son and 6 month old son. I had a separate bag for my (2) 6 ounce milk boxes, (2) 6 ounce juice boxes, a 2 ounce formula bottle and a 4.1 ounce baby food. The young female TSA screener (about my age) informed me that I was not allowed to bring any of the items through except for the baby formula. I explained that I desperately needed the milk for my diet restricted 2 year old and the baby absolutely needed baby food. We arrived at about 2:00pm and we would not be getting home until approximately 8:00pm and my infant cannot go that long without food. The agent informed me that I would be allowed to keep the milk only in exchange for me or my husband doing a full body pat down. I was shocked, humiliated, and infuriated. I told her that my husband would be willing to do a pat down in exchange for keeping my son's milk. My husband did it and was horrified at being extorted to keep MILK! The agent kept my baby food and juice. I was almost in tears as we were leaving. The woman then said she found liquid in my diaper bag. She went through the entire bag and found another 4.1 ounce package of baby food. I begged her to allow me to keep in for my infant. Her response was, "You chose milk for your pat down so you can't keep this too." I cannot put into words how upset I am and how upsetting it was to have a screaming infant on a plane for 2 hours simply because a single individual was absurdly harassing me and my family. I have flown multiple times with the same exact items and have never had an issue. I still cannot believe we were extorted into having a pat down in exchange (her words) for keeping my son's milk. Additionally, I was too afraid that she would further harass us if I fussed about being able to keep my infant's food. This was a ridiculous incident that kept no one safer, did nothing to improve air port security and only caused stress for my small children and family.

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 5/9/2013 9:52:36 AM
Airport : DCA - Washington Reagan National Date/Time of Travel : 05/08/2013 9:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : for Gate 34 TSA Employee: (If Known) :
Comment : TSA lines at DCA are the worst I've encountered anywhere in the US. Yesterday I waited on line for over 30 minutes. Three observations:

1. The right most screening area was empty much of the time because they were efficient and no one made an effort to direct passengers there.

5/9/2013 10:18:34 AM

2. The 2nd (middle?) screening areas had long delays, and it appeared to me that this was caused by a single TSA who should be reprimanded. He was the assistant (have a nice day and pat down the gentlemen) at the screening machine. He was having an animated and apparently unwanted one-way conversation with the young black woman who was operating the machine. He appeared to me to be impaired. I hope you can do something about it. I'm sorry I didn't get his name.

3. A minor annoyance: I experienced reverse discrimination: An attendant outside the screening area (white shirt-perhaps not TSA?) removed a family from the line and moved them to the head of the line. This was not because they were going to miss their flight or were in any obvious distress. It was because the attendant recognized them as members of his own ethnic and cultural minority. They exchanged pleasantries in a foreign language.

And BTW, there were 3 supervisors watching the whole thing.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 5/9/2013 9:27:36 AM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 05/07/2013 5:30 AM Airline & Flight Number : AA 623 Checkpoint/Area of Airport : TSA Checkpoint TSA Employee: (If Known) : Uniformed Screeners and Duty Security Manager Comment : My wife, who wears bi-lateral external prosthesis (breast cancer survivor), alerted the AIT. A male uniformed screener swiped my wife's hands with a cloth pad and something tested positive for further screening. Then a female uniformed screener (later ID'ed as a supervisor) approached and assisted. The male screener, without explanation as to what he was looking for, rummaged through my wife's bags and swiped contents. My wife explained she was a breast cancer survivor and had handled her prosthesis earlier that morning. My wife told both TSA screeners she was a U. S. Navy Captain who just returned from a year deployment to Kabul, Afghanistan. The TSA screeners continued searching my wife's bags and said a body pat down was required. Her bags were again machine screened. Then my wife was escorted to a private screening room. She was subjected to a full body pat down. While out of my sight, I spoke with a non-uniformed security manager (name escapes me but he is a retired USMC gunnery sergeant). Agitated, I identified myself by name and as a retired Marine (he did likewise) and asked that he help me understand why my wife, a cancer survivor and active duty senior officer just back from a year deployment, was being put through such screening. To his credit he was polite and professional explaining protocols etc. and later provided me TSA/DHS contact info for future use. Questions: 1) Why did screeners go through my wife's bags without explanation as to why and what was the purpose of swiping contents?; 2) Why was my wife subjected to full body (vice target area) pat down when the AIT alerted only the breast area?; 3) What alerted and why was there reason to swipe my wife's hands?; 4) Why do military personnel - active, reserve, retired - and whether in uniform or not (all have ID cards) have to go through the same degree of screening as the general populace? Thank you.

5/9/2013 10:18:37 AM

(b)(6)

PS Again, though annoyed by our experience, we appreciate the courteous manner in which the TSA non-uniformed duty security carried out his duties.
Would you like a response? : True
Passenger's Name (b)(6)
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 asked about the patdown procedure. Caller is claiming that his genitals were touched. Caller asked if a TSO is supposed to touch his genitals. Caller said this has happened twice.

5/9/2013 11:24:21 AM

I spoke with (b)(6) and he stated they patdown to the point of resistance with the backs of the hands and if they need to, they use the front of the hands. Caller did not want to give his name or phone number. He hung up when I asked if I could put him on hold again, I did not have a number to call him back.

Caller was traveling out of Portland International and he was pulled aside for additional screening, caller is wanting to know what information that they got when they scanned his hand. Caller stated that he is not a terriosit and he is wanting the information about what is going on.

Told caller that anytime that you get pulled aside for additional screening is because there may have been an alarm or anomalies and they have to resolve that. Also told caller that they may have done an explosive trace detection on his hands and I was not able to tell him why he was pulled aside. Also told caller that sometime it is at random that they pull aside for additional screening.

5/9/2013 1:01:02 PM

Escalation Notes: (b)(6)
The caller wants to know what we check for when he gets secondary screening. He mentioned a screen he had to put his hand on and he wants to know what it is we were checking. He isn't complaining about the patdown but what it is we check when he is subject to secondary screening. The caller became angry and threatened to get a lawyer if I didnt tell him what it was we were checking when he was pulled for secondary screening. He understands the procedures for secondary screening and he says he cooperated.

I directed the caller to the IVR to get the name and number of the CSM at PDX
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 5/9/2013 12:30:33 PM

5/9/2013 2:09:30 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):In between flights; arriving on AA87 from London Heathrow into Chicago O'Hare, going through TSA screening prior to boarding AA 337 from O'Hare to St. Louis, MO
Comments:To begin with, there was an extremely long line waiting to be screened with only three screening locations in operation, the wait time was close to one hour and many people were complaining about the insufficient manpower. I am 75 years old and have a steel replacement hip. I went through the screening and showed the attendant the card provided by my surgeon, verifying the hip replacement. I was then subjected to not only a complete pat down but also electronic screening. The whole incident took about 15 minutes and it was a extremely demeaning experience. Why single out a 75 year old white man with a proven physical disability, yet allow two females in black Burka's to walk through security with little if any security checks? You appear to have your priorities out of order!

5/9/2013 5:28:43 PM

Caller and her husband crossed through our checkpoint at LAX and he underwent a patdown following a pass through the AIT machine. She wants to know why and if this is normal. I told her that passengers must undergo a patdown as a normal part of aviation security. It doesn t mean that there is a problem with him at all; it sometimes occurs at random.

May 9, 2013

Dear Sirs,

5/9/2013 6:02:51 PM

I travelled through Yakima Airport this morning and found it very disturbing that the person I was travelling with, a male, was picked for secondary screening, which consisted of a 5 minute pat down and extensive search of accessories. The next person selected was a female, and since there were no female TSA agents on duty, her secondary screening consisted swabbing her shoes. After she was done she went quickly to the bathroom, which I found very suspicious.

I am not saying that she had anything, but if you are trying to uphold your illusion of security, I would suggest making sure a female is on duty to complete the pat downs.

Sincerely,

(b)(6)

(b)(6)

Caller states she traveled from Eugene to SEA to Sacramento to Minneapolis and did not have any problem. On her return flight she flew from Minneapolis to Sacramento to Portland on to Eugene. She had a terrible experience. She was asked to remove her shoes and walk over to the patdown area on the filthy floor. She requested a pat down to avoid the x ray. She has an advanced stage cancer, and walks on a walker. There were signs all over the airport stating if you are over 75 years old you do not have to remove your shoes. She is 80 years old. She told the TSO she had traveled for several days and had on sandals. She thinks the rules should apply to all the airports. None of the other airports ask her to remove her shoes. Caller did not feel that she was treated differently because of her age or disability, just did not understand why she couldn t leave her shoes on.

5/9/2013 7:10:19 PM

Airport: SMF
Airline: Alaska
Flight: 2526
Terminal: Gate B9

Advised Caller:

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.
Caller wanted to speak to Janet Napolitano or John Pistol Caller wanted to know the status of his patdown complaint.. I told the caller I do not have the phone number for either party but I could give him an address for Mr Pistole. Caller asked who was above Ms Napolitano, and I advised that would be the President.

I advised the caller that this has been forwarded as high as it could go. Caller wants to speak to a supervisor.

5/10/2013 9:56:11 AM

(b)(6) took over call: Caller wanted a phone number to either John Pistole or Janet Napolitano. Caller stated he wrote a letter like he was instructed to do and has yet to hear from anyone. Caller wants this issue addressed. I advised caller that I could have my supervisor look into the matter again. Caller agreed but also wanted to speak with my supervisor. I then gave call to Supervisor (b)(6)

(b)(6) Notes:

On Jan 24th one of the TSA agents in Austin was to friendly with him. He contacted the AUS CSM, and also filed a complaint with Austin Police Department. He has forwarded a complaint to Mr. Pistole and Janet N. He sent in a formal complaint form and hasn t heard anything back from anyone. I told him his record was sent to the passenger ombudsman. I told him I would look further into his situation and have someone get in touch with him. He wants John Pistole to call him. I told him I couldn t guarantee who would call him back but I would look into his situation.

I was blown up by a road side bomb in Afghanistan and it injured my back.

I have a morphine pump that is implanted in my abdomen to control my pain,

The device is made of metal and it always sets off the metal detectors.

It's incredibly embarrassing when the TSA agent tells me to pick up my shirt so he or she can see where the pump is implanted.

I avoid flying as much as I can because of this.

5/10/2013 10:00:31 AM

I carry a medical card from the pump manufacturer that states I have a device in my body but the TSA always does a full pat down and body screen with a hand help metal detector.

Is this the best treatment I can get from the TSA?

I don't like people staring at me.

Thanks

(b)(6)

Sent from my iPad

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

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Remote Client IP (b)(6)
Date Time: 5/10/2013 7:55:56 AM

5/10/2013 10:00:46 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):MCI: May 10, 2013; Delta #2062 at 6:15am; gate 57
Comments:I missed my flight at MCI this morning (May 10, 2013; Delta #2062 at 6:15am) because of TSA incompetence. My daughter, who was traveling by my side, made the plane flight. I have a disability that requires a titanium hip. The titanium hip set off the alarm (it always does). The call for "female assist" when unanswered. I sat there and sat there...telling TSA that my plane was leaving. By the time the woman came for the pat down, the plane had left. ....with my daughter and my suitcase. The impression was that TSA was overloaded and understaffed: there were literally hundreds of people in line and a very large bottleneck.

5/10/2013 12:04:37 PM

Hello,
I have some question about my rights as a working airline crew member. At airports without Known Crew Member must I submit to a standard pat down or do I have the right to a modified pat down? I have a knee replacement so I WILL set off the metal detector, and I choose not to use the new screening technology. What are the proper procedures? Until recently I was given the modified, but lately I have not been extended this courtesy. I appreciate your time and look forward to your answer.
Thank you,
(b)(6)
USAirways

Sent from my iPad

5/10/2013 12:05:12 PM

Feedback Type : Security Issue
Categories : Other; Pat-down
Current Date/Time : 5/10/2013 9:53:51 AM Airport : SLC - Salt Lake City International Date/Time of Travel : 05/08/2013 12:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am approved in the TSA pre-check program. However, I have a surgical implant in my right knee, so the pre-check doesn't really help much at all. In Salt Lake City, the pre-check line doesn't have a full-body imager, so I have to do all the usual removals and have a pat-down. In several other airports, I've been required to have a pat-down even after going through the full-body imager. Is there any way to get an exemption from the pat-down requirement--for example, a letter from my doctor?
Would you like a response? : True
Passenger's Name (b)(6)
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 called to get assistance and no one has called her back. Caller is flying from MCO tomorrow. This is her return flight. Caller asked if there is someone she can call to find out who will be assisting her tomorrow.

EID (b)(6)
Disability Description: Caller s son is autistic and cannot stand still for the AIT screening. If a patdown is required, he may need assistance.

Information Request: Caller asked if there is someone she can call to find out who will be assisting her tomorrow.

(b)(6) 526 Return 5 15 2013 2:17:00 PM JetBlue MCO Upcoming

Caller is concerned that they may need assistance if he is required to have a patdown.

Response Details: I told the caller I will send the request again. I gave her the CSM number to contact.
Name: (b)(6)
5/10/2013 2:19:07 PM Phone: (b)(6)

4:30pm
I called (b)(6) back because I realized there was an incorrect date on the return flight. It was listed at 05 17 2011, but should be 5 11 2013. Caller said she spoke to the CSM and was able to make arrangements for tomorrow.

Informed caller that I would forward the information to ODPO and emailed the information on autism screening Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome or autism, can be screened without being separated from their parents or guardians. Parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child s needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.
Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
Caller is concerned that her son will not be able to perform the standing still part for the AIT and that he would not react well to the patdown procedures.

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Remote Client IP: (b)(6)
Date Time: 5/10/2013 5:48:33 PM

5/10/2013 6:24:02 PM
Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DL4646, Spokane Intl Airport
Comments:I was singled out because I am fat. I was taken to a back room where I was required to prove that I was not concealing anything under the fold of my stomach. My personal items were searched and I was forced to wait while the TSA personnel searched my posessions. Befogre I entered the screening area I took great care to be sure I was in compliance with all TSA regulations. I selected my travel clothing carefully and had my identification ready. I was still treated with disrespect. To satisfy the search requirement and to avoid groping I removed my clothing to demonstrate I was not concealing weapons, explosives or contraband. I am a citizen of this country, a patriot, a retired sheriiff, a grandfather and not a criminal. I should not have been treated the way I was. I did not feel protected, I felt violated, suspected and accused.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 5/10/2013 5:48:33 PM

5/10/2013 6:24:02 PM
Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
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To Whom It May Concern:

On Wednesday, May 7, I flew on Southwest Flt. 504 from Newark airport (EWR), Terminal C. I was escorted to Security in a wheelchair at around 5:30 p.m. When I reached Security, the agent manning the line motioned for me to go through the full body scanner. I declined, and asked for the pat-down. He ignored me, and let five or six people pass through the scanner and/or metal detector. The agent's name is (b)(6) I was unable to get his badge number.

He then turned to me and directed me to put my carry-on, purse and shoes on the belt, but did not call for a female agent. I said that I would wait until I was ready to go through the pat-down, so that I would not have to let my personal items be out of my sight. He then continued to ignore me, letting many more people through the security procedure, and made no attempt to get an agent to attend to me. I then asked if he would call the female attendant, but to no avail. He turned away, and did nothing except let more people through.

Eventually, a female agent turned up, (b)(6) whom I recognized as the same agent who gave me the pat-down a month earlier on a different flight. She stood on the other side of the glass half-door from where I sat in the wheel chair, but

5/11/2013 9:04:46 AM (b)(6) still would not open that door to let me through. Finally another agent showed up next to her, saw me sitting there, and let me through.

(b)(6) was friendly, thorough, yet gentle, and she is to be commended for her professionalism on both occasions. (b)(6) on the other hand, was hostile, snarky, disdainful, disrespectful, and lacking in compassion for the handicapped and for humanity in general. It was blatantly obvious that this man was on some sort of power trip. I am seriously considering filing a lawsuit under the Americans with Disabilities Act for the harsh and discriminatory treatment I was subjected to by him. This agent needs to be dealt with appropriately, and I would appreciate your feedback.

Thank you,

(b)(6)

Las Vegas, NV, 89134
(b)(6)

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Remote Client IP: (b)(6)
Date Time: 5/10/2013 10:40:14 PM

5/11/2013 9:05:00 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DL4646 Spokane Intl Airport
Comments:I thank you for the response to my previous communication. I add that the TSO did not advise me what was ocurring. They did not advise me of options and they scared my wife because they forced me to go to a room and closed the door. Accordinng to your response to me they violated TSA protocol and my rights.

Dear TSA,
This morning, May 11 2013, at 8.54 am at JFK airport, section 3 screening/scanning area, I ask for female assist, as not to go through the scanners. I waited patiently, after 5 minutes I reminded the TSA representative that my flight is 9.18am, (Matos was her name on the tag), she made several attempts to call but no one came. I ask if I could go through the regular scanner that I was standing next, she told me it was not a regular scanner - however, during my wait a child and mother went through. I asked again to go through, this time she said it's because I ask for 'female assist.'

- At 9.05am, a TSA female came up walking very slowly.
- At 9.10am I was finished with the 'pat down'
- At 9.11am I went over to the supervisor desk to ask for a complaint form, he ask me what happened (large hispanic man) and he ask for ID and wrote down my details and was taking his time looking for a complaint form. I was never ask for my ID before with a complaint form request, or have a supervisor write down my name and driving license number on a piece of paper (creep me out), I usually was just given the complaint card to fill out. I ask the supervisor why he was writing down my details as this is further delays me and my flight is at risk of being missed. He told me "this is procedure" and "he sends it to the HR so that they will expect my complaint"

My complaints are:
a. please have quicker female assists on hand to take care of people who have the right to refuse going through the scanner (that has a reputation of taking images of passengers naked).

5/11/2013 11:13:05 AM

b. Perhaps generate a 'three call out maximum' for a female assist to come to a passenger with a maximum wait time of 5 minutes or let passengers go through the regular scanners (from 10 years ago) when they ask to not go through the newer ATD canners. This would save time and man power on both parties.

b. For supervisors to not add on to the frustration of the situation by adding 'new' procedures and telling you that he sends my details to 'HR?' what has HR got to do with passenger complaints. And this large hispanic man was a supervisor

Anyhow, my goal is the pursuit of better travel through security. I am happy that the 'naked' scanner technology has now been switched to outlining the body - however at the JFK airport it does not state the switch and illustrate the type of picture - white plains NY airport demonstrates this.

Please respond with solutions of what can be down to pretend this problem.

Thank you,
(b)(6)

Disability Description: The caller broke her wrist and arm. She has a metal implant.

Information Request: The caller wanted to know how she would get thru the checkpoint since she had the metal implants
The caller said that she was told if she had a letter from her doctor she would be ok.
She said she was on the TSA website and it said she only had to present a card.
The caller feels the TSA agents are thugs and unprofessional.
The caller said she feels the patdown is degrading.
She stated I should watch the way they act, and she does not want them patting her down.
The caller stated she will probley will not fly anymore if she is going to have to be groped and degraded.
She asked where she would file a complaint after she is groped and degraded.
She wanted to know if anything would be done with her complaint if she filed one.

5/11/2013 2:09:12 PM

The caller said she would not be groped and degraded and then disconnected the call.

Response Details: I told the caller if a passenger has metal implants, such as artificial knees, 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. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.
I told the caller the TSO will use the backs of hands for sensitive areas and the front of hands for non sensitive areas during the patdown.
I apologized to the caller for the concern and advised the caller she may request to speak to a supervisor at the checkpoint.
I told the caller if she refused to have the additional screening she will not be allowed to enter the secure area of the airport or board the flight to travel.
I told the caller she could call back if she had a complaint and I would help in document her information.
I would then provide the to the correct department.
I advised the caller I could not really speak to what if situations, but I would help her if she wanted to file a complaint.
I offered to send the info regarding the patdown and metal implants to the caller, she refused and disconnected the call.

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I told the caller the TSO will use the backs of hands for sensitive areas and the front of hands for non sensitive areas during the patdown.
I apologized to the caller for the concern and advised the caller she may request to speak to a supervisor at the checkpoint.
I told the caller if she refused to have the additional screening she will not be allowed to enter the secure area of the airport or board the flight to travel.
I told the caller she could call back if she had a complaint and I would help in document her information.
I would then provide the to the correct department.
I advised the caller I could not really speak to what if situations, but I would help her if she wanted to file a complaint.
I offered to send the info regarding the patdown and metal implants to the caller, she refused and disconnected the call.

Disability Description: Caller has a 5 year old autistic son. He cannot hear very well. The caller also has a mild case of Autism.

Information Request: They would like to avoid their experience from the previous flight. How can they better prepare for the screening process?

Response Details: Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome or autism, can be screened without being separated from their parents or guardians. Parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child s needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

If a patdown is required in order to complete screening:

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

5/11/2013 5:32:08 PM

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

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

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination.

The caller opted to file the formal complaint. So I am emailing her that information as well as the screening process for the autism spectrum.

Incident Details: They had a bad screening experience recently at CLT. They were flying to Orlando. She set off the WTMD. They separated her from her son. Her husband was attending to their 2 year old. So he could not give their son his full attention. He was running around on his own while she was finishing her screening. At the end she was subjected to a patdown. She had to lift up her shirt in front of the other people at the security checkpoint. She did not know that she could request a private screening. The TSO stated that if her son touched her he would have to have a patdown also. A supervisor pulled the TSO to the side and corrected her. The TSO s were courteous and trying to help resolve the situation. But they were bringing more TSO s in to help which was causing her son more stress. She would like to make a formal complaint if it can help others avoid the same situation.
On 12-May at about 10am, I went through the D concourse security checkpoint premium lane and opted out.

I then was made to wait approximately five minutes for a pat down while available male TSA agents were "busy" restocking bins at nearly empty lanes. I have never had to wait that length of time for a patdown at such an empty checkpoint.

5/12/2013 1:19:29 PM

Additionally, the female agent running the x-ray scanner decided to move my belongings from the x-ray belt while I was not present. This is not supposed to happen.

I mentioned my complaint to the two-striper who was "in charge" and he appeared totally unconcerned and disinterested.

Name: (b)(6)

Phone: (b)(6)

Date of incident: May 4, 2013

Time : Around 11:30 AM- 12:00 Noon

Location: LaGuardia Airport

5/12/2013 3:35:36 PM

Airline Security: Jet Blue

Female attendant, told me to go through the Full body scanner. I stepped in, without telling me, she decides to touch the combs I had in my hair with the same gloves she has been using on everyone else.

I feel this is a violation as the full body scanner was suppose to be in lieu of any pat down or body search. I feel the attendant had not right to touch me without my permission, and there was no need as I was going through the scanner.

They are just getting out of control and they need to be re-trained.

Also, my fiancé was behind me and was also told to go through the scanner- He did. When he came out, the male attendant patted him down on his butt- again without asking permission.

I travel with an ESA animal every weekend and had a very stressful situation last night, totally different TSA situation than I have every had with my animal.

Can you please provide me with the specific rules on TSA handling animals in private screening room? I know they have to pat down and that is fine, usually I get my hands patted down too. I have been told that TSA is not allowed to assist or handle animals aside from pat down for testing.

5/12/2013 5:12:58 PM

But this situation was the TSA agent would not let me get my cat out of the carrier, and she had to force it out by dumping it upside down, the cat has hip pain which is issue, plus I do private room rather than walk through to alleviate animal stress. She forced the inspection of the cat cowering the corner but never did any bomb test on the pat down, which is always done too.

I had nearly had a anxiety heart attack watching this happen so would like to know the rules so I can carry them in my pet carrier to avoid this again.
Once again, this had only happened to me 1 time in 2 years, but was very strange. It was very hard on the both the animal and me. Didn't seem right.

Thank you,
(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 5/12/2013 4:14:09 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 05/12/2013 3:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Domestic South TSA Employee: (If Known) (b)(6) Comment : I passed through the Atlanta domestic terminal South Delta Sky Priority checkpoint at around 3:30pm on Sunday 12 May. I was wearing a dark brown jacket, brown striped button-down shirt, tan trousers and distinctive purple moccasins. I am a large white male with short brown hair and thick black glasses.

5/12/2013 5:13:05 PM

After waiting for several minutes for an opt-out pat down, I was humiliated nearly to tears when the screener patting me down and his female colleague monitoring the line started laughing at me. As a larger passenger, traveling through the airport is a sensitive enough experience, and I was appalled that the TSA were so unprofessional.

Supervisor (b)(6) was dismissive and refused to give me the names of the screener and his colleague. But I imagine that the screening tapes will be sufficient to identify them.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From (b)(6)
Sent: Sunday, May 12, 2013 1:39 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA complaint

(b)(6)

5/12/2013 5:13:10 PM

Lakewood, WA 98499

HYPERLINK "mailto:TSAExternalCompliance@dhs.gov"TSAExternalCompliance@dhs.gov

Dear Sirs:

I am an air traveler and therefore forced to go through the TSA checkpoints. I had the unfortunate experience of having a screener who was painfully rough and inappropriate with his touching. I am filing this complaint against him and request a written On Saturday 11th May I travelled on UA5883 CMH-ORD. I am a frequent flyer with United, flying once monthly through CMH and ORD. I am also in the Global Entry Scheme. I was formerly a US airline employee and thus able to use the magnetometer daily, this has therefore only become an issue since I reverted to my new job as an overseas airline pilot. further I am trying to explain that I have some background to refer to and am a trusted traveler.

As my job involves receiving a large degree of radiation and EMR in the normal course of performing it I opt out of the xray or backscatter machine. As such I usually advise the checkpoint TSA officer as early as I can even before putting my bags on the xray machine that I would like a pat down so they can arrange a searcher with little or no disruption to my progress through the checkpoint.

5/13/2013 8:32:29 AM

on this occasion I followed my usual procedure and advised the TSA officer that I wanted a pat down in lieu of the machine early. He radioed for a pat down and I waited at the checkpoint for my searcher as usual while my baggage went through the xray. from this point onward it was out of my control and sight for at least 5 minutes till a searcher finally appeared and took me through and retrieved my baggage from the xray machine belt. apart from the lengthy time to obtain a patdown on a not very busy morning this procedure leaves my baggage open to tampering or theft and your officers open to accusations of the same. I would urge you to come up with a better procedure for those of us who opt for a patdown. it should take no more time than the scanner to pass through (patdown officers should be available at all times with no reason for a wait unless they are performing other searches which they were not) and at no point should I be separated from my baggage in my mind. I am also an ex customs officer and we were never allowed to separate anyone from their baggage at any time due to the above mentioned reasons as well as in the case of finding an offence you are unable to prove that the baggage was not tampered with (chain of evidence).

this has also happened on one occasion at ORD to me also this year but usually an officer gets me very quickly for the patdown there and I don't lose sight of my baggage. I get the feeling at ORD it is no big problem for them if you opt out but at CMH they seem to give you attitude that you bother them by opting out, and therefore make you wait as punishment.

(b)(6)

Caller stated she wears an insulin pump. Caller stated she isn't allowed to go through the AIT machine and every time she travels the screener tells her she could go through the AIT. She feels like the screeners don t want travelers to get a pat down. Caller stated the screeners need to be polite to travelers who want to opt out of the AIT and the screeners are rude to the travelers at the checkpoint. She called the manufacturer and was told she could not go through the AIT. Caller feels like she is being punished for requesting a pat down. She flew Pittsburg to Chicago, stated she doesn't have the name of the screener.

5/13/2013 9:46:02 AM

Caller stated the screening happens at both Pittsburg and Chicago airport. Every time she travels she gets an attitude from the screener when she requests a pat down. Caller thinks the TSO should stop questioning what travelers say and they don t need to convince the travelers to go through the AIT.

Advised caller I would send the information to the CSM at the airport but the caller stated she doesn't remember which airport she was flying from. Caller stated she will call back in with the other airport.

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 5/13/2013 12:46:33 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hi, I am an Iraqi born British Neurosurgeon. I live and work at University College London Hospitals in London. I make regular trips to the US for business and pleasure. I have an ESTA authorisation and I travel using my British passport.

5/13/2013 2:22:57 PM

Every time I travel to the US I get subjected to a special security treatment with a body search. I am pleased that there are strict measures in place to make travel safer however, I was told that I can apply for a TSA number to spare me the embarrassment of having to get searched in front of other passengers. I am very happy to go to an interview if required. can you please advise me of how to proceed?

Best regards,
(b)(6)

Would you like a response? : True
Passenger's Name : (b)(6) Passport No (b)(6) 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, so I included the reply I got to this query. from what you sent me it would appear your officers in CMH did breach the law by not allowing me to maintain sight of my luggage. you offer no resolution to this query and further there is no ability to reply to the person who offered the advice.
am I to take it I should contact my congressman to take the matter further?

(b)(6)

Thank you for your e-mail regarding maintaining a line of sight with your belongings at the Transportation Security Administration (TSA) security checkpoint.

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.

5/13/2013 4:16:53 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.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers
(TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

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

We hope this information is helpful.

TSA Contact Center

The caller stated that he flew out of Ronald Reagan Airport
Call transferred to MB agent (b)(6)

Caller had a patdown on the genital area.
5/13/2013 7:48:03 PM As a little bit of background information, he has recently had surgery. He would not be frustrated if this happened frequently, only because of the comment made by the agent after he completed the patdown.
After the patdown was completed by the agent, the passenger is stating that the agent gave a strange look and asked, and I quote,
How did I do?
with a grin.
The passenger feels like the comments were uncalled for and stated he feels singled out or discriminated because of himself being a male.

Caller Advised:
If you feel you have been discriminated against because of sex, I will forward you some information on how to file a civil rights or liberties complaint via email within 24 hours. By law your complaint must be made in writing.

-----Original Message-----
From: (b)(6)
Sent: Monday, May 13, 2013 5:31 PM
To: TSAExternalCompliance@dhs.gov
Cc: info@sjc.org
Subject: complaint about pat-down search at SJC

Ladies and Gentlemen,

I understand and trust magnetometer arches, and happily walk through them when asked. I also understand how many of the newer body scanners work, and choose not to.

5/13/2013 8:37:05 PM Usually, my "opting out" from lines through modern body scanners doesn't cause me much concern: I notify an agent, wait, get patted down, and am on my way.

However, on my way to a US Air flight last Friday (May 10, 2013) at San Jose's international airport (SJC), the TSA agent who conducted a pat-down search on me around 5:35am repeatedly told me about how the full-body scanners used new technology, and asked if I understood. I believe that he was trying to intimidate me and trying to discourage me from opting out in the future.

I find his behavior highly unprofessional, and believe that this agent requires better training and management. He was successful in discouraging me from flying through SJC.

I don't recall getting the agent's name, but he was a tall (6'3"?) black man with average to muscular build, probably 35 to 45 years old.

Please investigate.

(b)(6)
Sunnyvale, CA

To Whom it May Concern,

I am writing about an experience I had today while flying. I was leaving Orlando, Florida and returning home in Denver, Colorado on a 9:05 Southwest flight.

During the security screening process, I was positioned to go through the ProVision scanning machine, and I elected to receive a pat-down instead. I nearly always do this, as I worry that ProVision and similar scanners simply has not been around long enough to understand the long-term health risks it may pose. My entire family, 6 other people, also chose the pat-down as well.

When I was pulled aside for the pat-down procedure, the TSA agent who performed the patdown was courteous and polite. He did everything right, telling me what he was going to do before doing it and how he was going to do it.

Unfortunately, another TSA agent also followed us over. This gentleman had no role in my pat-down, he did not perform any actions whatsoever in that capacity, it seemed the only reason he came over was to talk to me while I got my pat-down.

His conversation started friendly enough, with him asking me why I was choosing the pat-down instead of the scanner. In turn, I answered politely, stating I was worried about health risks they may pose. He said they aren't X-Rays and I said I understand that, but I prefer to play it safe and take the pat-down. I reiterated that it was my right to do so, and he replied "Yeah yeah, of course it's you're right, we're in America, land of the free." I thought that might be the end of the conversation, but he continued.

5/13/2013 9:13:02 PM

He told me that the machines emit less radiation than a cell phone or a television. I said I don't really believe that, but thanked him for the information. He told me he's just telling me the facts. I said okay, and proceeded to try not to discuss the matter with him further. This seemed to make him quite angry, because everything after that was more akin to verbal assault.

He told me that if we had another 9/11, I can "bet [my] ass" that I'll have to go through ProVision and not get a pat-down. I asked why so many people are allowed to go through just the metal detectors, since I've traveled many times when a ProVision machine was malfunctioning and everyone in that line (including me) went through a regular metal detector instead. He told me only airline employees go through that, and I said I'm not an airline employee, but I've gotten on a plane after going through only a metal detector dozens of times, even since ProVision became commonplace in airports. He said what I was saying was impossible, a particularly humorous comment since I looked behind him to see that, since the 7 of us elected the pat-down instead of Provision, every single person in my security line was now going through only the X-ray.

He continued to badger me for no reason, telling me what a fool I was for not trusting in the ProVision. I was polite in return, though I was unwilling to yield any ground in the discussion and agree with anything he was saying. At no point did I insult or harass him, though he repeatedly did so to me.

The gentleman actually performing the pat-down ignored him, and I tried to do the same, but the other agent kept trying to re-engage me in some kind of debate, including one time when he ended his sentence with "end of discussion" only to let a few moments of silence pass before harassing me some more. He referred to me and my family (including my wife) as "a bunch of right-fighters over here", but the real kicker came at the very end of my pat-down, when he told me, "I'm surprised you're not on the no-fly list." and then walked away.

This was very insulting. I'm a very well-behaved flier, and I have never had any run-in with any kind of law-enforcement aside from my wife getting a speeding ticket once. I pay my taxes, I vote, and I'm a generally upstanding citizen. I don't see why exercising my right to a pat-down is something that should indicate I should not be allowed to fly ever again. I found this agent's behavior extremely rude and unnecessary. When he walked away, the agent that performed my actual pat-down shook

To Whom it May Concern,

(Resending this after being told that it cannot be forwarded to the appropriate place due to not including the airport from which I departed, a detail I've added)

I am writing about an experience I had today while flying. I was leaving Orlando, Florida (MCO) and returning home in Denver, Colorado (DEN) on a 9:05 Southwest flight.

During the security screening process, I was positioned to go through the ProVision scanning machine, and I elected to receive a pat-down instead. I nearly always do this, as I worry that ProVision and similar scanners simply have not been around long enough to understand the long-term health risks they may pose. My entire family, 6 other people, also chose the pat-down as well.

When I was pulled aside for the pat-down procedure, the TSA agent who performed the patdown was courteous and polite. He did everything right, telling me what he was going to do before doing it.

Unfortunately, another TSA agent also followed us over. This gentleman had no role in my pat-down, he did not perform any actions whatsoever in that capacity, it seemed the only reason he came over was to talk to me while I got my pat-down.

5/14/2013 8:23:02 AM

His conversation started friendly enough, with him asking me why I was choosing the pat-down instead of the scanner. In turn, I answered politely, stating I was worried about health risks they may pose. He said they aren't X-Rays and I said I understand that, but I prefer to play it safe and take the pat-down. I reiterated that it was my right to do so, and he replied "Yeah yeah, of course it's you're right, we're in America, land of the free." I thought that might be the end of the conversation, but he continued.

He told me that the machines emit less radiation than a cell phone or a television. I said I don't really believe that, but thanked him for the information. He told me he's just telling me the facts. I said okay, and proceeded to try not to discuss the matter with him further. This seemed to make him quite angry, because everything after that was more akin to verbal assault.

He told me that if we had another 9/11, I can "bet [my] ass" that I'll have to go through ProVision and not get a pat-down. I asked why so many people are allowed to go through just the metal detectors, since I've traveled many times when a ProVision machine was malfunctioning and everyone in that line (including me) went through a regular metal detector instead. He told me only airline employees go through that, and I said I'm not an airline employee, but I've gotten on a plane after going through only a metal detector dozens of times, even since ProVision became commonplace in airports. He said what I was saying was impossible, a particularly humorous comment since I looked behind him to see that, since the 7 of us elected the pat-down instead of Provision, every single person in my security line was now going through only the metal detector.

He continued to badger me for no reason, telling me what a fool I was for not trusting in the ProVision. I was polite in return, though I was unwilling to yield any ground in the discussion and agree with anything he was saying. At no point did I insult or harass him, though he repeatedly did so to me.

The gentleman actually performing the pat-down ignored him, and I tried to do the same, but the other agent kept trying to re-engage me in some kind of debate, including one time when he ended his sentence with "end of discussion" only to let a few moments of silence pass before harassing me some more. He referred to me and my family (including my wife) as "a bunch of right-fighters over here", but the real kicker came at the very end of my pat-down, when he told me, "I'm surprised you're not
Caller stated she flew from Albany, New York to Massena New York on Cape Air. Caller stated the TSO (b)(6) conducted a patdown and she touched in her private parts. Caller stated she has never had this kind of screening. Caller stated she had to tell the screener to remove her hands from her private parts. Caller stated the screener was rough when she was touching her. Caller stated the screener touched her on all private parts. Caller stated she spoke with (b)(6) who is a TSA director at Albany New York. Caller told this person she has never had a patdown like this before. Caller wanted to make a complaint about the patdown. Caller stated she feels like the screening was over the top. Caller stated she never left the secured area yet she had to be screened again. Caller stated that TSO (b)(6) was rude and unprofessional.

5/14/2013 8:50:47 AM

Advised caller I would send up to the CSM for review. Advised caller if the CSM has more questions they may send and email or by phone.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 5/14/2013 1:47:42 PM

5/14/2013 4:34:20 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 494 / JetBlue / Terminal A / Denver International Airport / Gate A35
Comments:I opted for a patdown when going through the security checkpoint instead of the x-ray. The woman who patted me down was extraordinarily rude when I asked questions out of curiosity about the process, for example about what she was checking for when wiping her gloves. She in fact started yelling at me just because I asked a question. Her name was (b)(6) and her badge number is (b)(6) (or perhaps (b)(6)) Thank you, and I hope she is told that she should treat passengers with more respect and courtesy.

The caller has a complaint. She flew to LAX on Wednesday May 8th. She stated that she has a complaint. She stated that she requested a pat down rather than using the AIT at El Paso. She stated that she was told that she could not do that. She stated that she was not sure of the TSOs name, however she did speak with a manager at the checkpoint. She stated that they made her go through the x-ray machine despite her request not to.

I advised the caller caller that screening by the AIT is voluntary. Passengers can opt out and receive a patdown or alternative screening rather than using the technology. The passengers right of this is posted at each AIT location.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

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.

5/14/2013 5:22:10 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.

The callers flight details are as follow:

Departing Airport: ELP
Destination: LAX
Airline: Southwest
Flight Number: 3588 @ 10:25am
Terminal: B
Gate: B6
Date and Time: May 8th, 2013 @ 8:30 am

She stated that the employee was a male officer. She stated that he was mexican, and tall in height. She stated that she told the supervisor and they told her to call the TCC. She stated that there was also a female TSO standing with him that told her the same thing.
Caller said he traveled from Bogota ,Colombia to Orlando (MCO) and then to BOS. He was selected for secondary screening at Orlando but was not happy with the way the patdown was conducted because it was like he was being molested. The TSO failed to inform him of the procedure. He did not think the way he was selected for screening was random and that he was targeted because he was coming from Colombia or maybe he is on a watch list. He is a USA citizen and never had trouble with the law. He also found a NOI inside his luggage but did not claimed any missing items.
Caller stated the contents of his carry on was emptied in front of everybody exposing his personal items.

5/15/2013 10:44:45 AM

He traveled on 05 13 13 flight number 1784 from Bogota to MCO to BOS flight number 950 on Jetblue he was at the checkpoint at 1:30 pm , he was once again elected for screening before boarding the plane but all they checked was his documentation.

I apologized to the caller for his experience and explained to him that he was probably randomly selected for screening and the same happened to his luggage that TSA is required to put the NOI inside the bag if it was hand inspected.
I explained to him how to apply for redress since he had trouble last time he traveled and provided him with the dhs.gov trip website and explained the RCN and the determination letter.
Advised that his complaint would be sent to the CSM at the airport.

5/15/2013 12:18:02 PM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date Time : 5 15 2013 11:03:50 AM Airport ; Select One Date Time of Travel :
Airline Flight Number :
Checkpoint Area of Airport :
TSA Employee: (If Known) :
Comment : Why do they do an ETD on me every time i carry on my little dog. its supposed to be random. the screener says its now mandatory. I cant for the life of me figure out why i present more of a risk traveling with my dog. If you try to ask the screeners the reason, they just get that quote;cop hostile attitude quote; and give me the look that you better stop asking questions or we re going to make your life miserable. I have no problem complying, I feel its not to much to ask why.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Caller flew from FLL to Manchester, NH yesterday via SW and going through security she took items from her husband's bag and put with hers. She packed a Swiss Army Knife, didn t get to mail it and had to throw out, they unpacked her bag and took everything out. She is handicapped and had to have a pat down and he stood there and watched the luggage but didn t realize everything wasn t repacked into the carryon. They boarded and her husband placed her bag in the overhead bin and when she arrived home and checked the bag there are items missing from her bag. She had items she bought for gifts and a fleece blanket that wasn t repacked in her carryon bag and her Ipod was between the bag as well as watches, bottle of perfume, keychains and sunglasses. She had taken the sunglasses from his checked bag and placed in her carryon. The caller states the watches and perfume were gifts for the people who were watching their house while they were traveling.
They realize the knife was their fault and they take the loss on that, but, the other items she wants to retrieve.
Flight #738, Gate #B6,

5/15/2013 1:43:20 PM

Response:
TSA regrets that you found items missing and or damaged from your carry-on luggage. Provided claim form via email.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

At most airports, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.
Fort Lauderdale
Fort Lauderdale Airport
954-359-2247

Caller contacted us at the TCC again, after previously being told to contact the lost and found. Caller found it hard to believe a large item was not sent to the lost and found. Caller did not know if she was suppose to call back, if the lost and found did not have the item. It was a large blanket, 2 yard piece of fabric. Caller was concerned about something being put into a different bag. She packed a Swiss Army Knife and he did not get to mail and had to throw out, they unpacked her bag and took everything out and she is handicapped and had to have a patdown and he stood there and watched the luggage but did not realize everything was not repacked into the carry on. Caller stated she was very frustrated.

5/15/2013 2:14:52 PM

Advised Caller:

This information was previously sent to the CSM and you should receive a claim form, to your email, within 24 hours of the previous call. Most screening checkpoints are under video surveillance. You may complete the claim form and follow the instructions to file a claim for the missing items.

Caller flew from San Diego to SFO. She is 84 years old and asked if she had to remove her light outer jacket and shoes. She said she did not have to in San Diego, but when she came back through SFO, they were not pleasant and they told her she had to do a patdown. She told the screener that she was not supposed to have to do that since she is over 75 because they have signs saying she did not have to remove those items. The TSO said, Maybe the computer is wrong. The TSO let the caller go through without having the patdown. Caller wanted to know if the rule is in effect because she is leaving in June to go from San Diego to SEA.

5/15/2013 2:27:09 PM

Airport: SFO
Airline: Southwest
Date and Time: April 7th at 11am (time she was at the checkpoint)
Location: Terminal 7

I told her the rule is in effect and they would allow her to make an additional pass if there is an alarm. She said she did not hear an alarm when she went through the AIT. I told her it may not be an alarm she would hear. I told her that if it was necessary they would still do a patdown. She said when she protested the screener let her go. I told her I would send this to the CSM. She did not have email and did not want to give a phone number.

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 5/15/2013 2:41:43 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : This will be the second time I will try to get a very simple question answered. I understand that as a government employee it may be your job to purposefully not answer questions and if this is the case I will stop asking.

5/15/2013 4:04:20 PM

The past 6 months EVERY time I fly with my small carry on dog I get screened for bomb residue. It was my understanding that this was supposed to be a random screening but since I have been selected and friends of mine also with carry on pets have been selected it is obvious that this is not a random process. When I inquired at LAX the other night the agent informed me that it now mandatory to do ETD with all carry on pets. When I asked him why he said he's just following protocol and it's not his job to question it. He told me to contact the TSA for an answer. Please don't misunderstand me I have no problem complying I would just like to know the reason for this new procedure. How does traveling with a five pound dog that has her carrier checked by X-ray pose a greater risk than traveling alone?
The response I got earlier in the day was that since I didn't give an airport they couldn't forward my complaint and therefore couldn't help me.

I'm not COMPLAINING, just feel I'm entitled to an explanation since I'm being singled out every time I fly. Thank you and I await your answer Would you like a response? : True Passenger's Name : (b)(6) Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The caller has a brain stem injury.

Response Details: I will forward the information to the CSM at SEA. Caller flew on Southwest Airlines.

SEA-OAK FLT 252 from Terminal B12 on May 14 around 7:00 AM
Description of the TSA Agent: Asian woman, no badge number or name.
Did not ask for a supervisor. She was in pain. The agent that jerked the wheelchair was an Asian woman.

Email address: (b)(6)

Told caller I would forward the information to the CSM at SEA.
Caller asked for a number assigned to the complaint and provided the EID (b)(6) Name and employee ID number was provided to the caller.

5/15/2013 5:17:50 PM

Incident Details: The caller is calling because she was traveling recently this week and she wants to make a complaint regarding a handicapped person. She said it seems there was heightened security, she isn t sure if the officers were acting as flight attendants and skycaps. She is complaining because it was unsuitable behavior, rough, unkind, crude and abusive to her needs as a handicapped individual.

She spoke with the airline and they told her because of the TSA heightened security TSA may have been dealing with passengers outside of the checkpoint area.

She says that during the security check a TSA person jerked her wheelchair into the reclined position and she is injured.

The caller says she was confused about the people who were in charge of her in her wheelchair. The airline said it may have been the skycap and the skycap suggested it was TSA. She says that going on and off the plane the wheelchair wasn t there and wasn t set up properly. She was made to stand and she cannot do so.

When she was at the screening checkpoint a TSO jerked her wheelchair. As her carry on bags were going through, she was waiting about 10 minutes. Finally a lady came, TSA lady opened gate and pulled her through to get into the security checkpoint and took her to the place where the patdown would be conducted.

She says both people, the one who moved her to the screening area and the one who conducted the patdown were TSA.

At that time she didn t have a wheelchair attendant but a friend.

The attendant was really rough. She has a brain stem injury and this jerking motion reinjured her. She has pain anyway but it was a hard jerk and she has pain from it.

5/15/2013 6:02:34 PM

To whom it concerns,

I'd like to file a formal complaint regarding a pat down in Denver airport security at 2:45 PM for A gates. Upon reaching a radiation screening, I chose to opt out due to pregnancy. The woman performing the "pat down" proceeded to stick her hand up my butt crack and when she continued on my front side did the same to my privates. This is incredibly intrusive for a supposed routine screening, especially for someone pregnant, who has no other choice, opting out. To make matters worse, when I asked her why she did that, she ignored my question, simply carried on, and finally gave me a cheerfully sarcastic, "Have a nice day, ma'am." As she walked away, she was laughing with her partner associate. This TSA agent's name was (b)(6) (b)(6) As a flight attendant, I have a good idea of what's appropriate as opposed to not.

Sincerely,
(b)(6)

Sent from my iPhone

Dear (b)(6)

I received the message about your recent experience with TSA in Madison, Wisconsin. It was forwarded to me by the TSA Contact Center. I am sorry to hear that you felt the experience was far from what you expected it should be. I have passed this message on to our local Federal Security Director and Security Supervisors so that they may review the incident and work with the Officers to ensure that none are treating passengers with more extreme pat-down pressure than necessary.

Transportation Security Officers do have specific standard procedures which they must follow and we rarely do have a complaint about their work here at Madison. I thank you for sending us your feedback as it helps us to keep improving and reminds everyone how important each passenger's perceptions can be.

I hope your next travel experience will be much more positive and please contact me at 608-395-6010, or by email, if I can be of any further assistance.

Yours truly,

Nancy Mello

5/15/2013 6:02:37 PM

Nancy Mello
Customer Support and Quality Improvement Manager U.S. Department of Homeland Security Transportation Security Administration - MSN, EAU, LSE
2701 International Lane (b)(6)
Madison WI 53704
Phone: 608-395(b)(6)
Fax: 608-441-5286

-----Original Message-----
From: (b)(6)
Sent: Friday, May 03, 2013 2:13 PM
To: TSA-ContactCenter@dhs.gov
Subject: Security "Patdown" at Madison, WI

Today, May 3, 2013 at approximately 10:20am, I opted out of being radiated and chose what I understood to be a pat-down. Instead I was mauled by LTSO (b)(6) He was pushing so hard that I nearly fell down.

I have several bruises developing due to the aggressive mauling I received. He jammed his hands up in my crotch so hard that my testicles are sore and will probably be for several days. The supervisor that was present (my request as I've been groped 18 times, so far), tried to justify the mauling by saying the screener needed to use "sufficient pressure". Well, under no circumstance should a "pat-down" be so aggressive that the receiver receives bruises nor should it cause pain.

Caller is calling from Portugal. She left from EWR yesterday. She is missing a lock and has an NOI. She wanted to know if the TSO wore gloves when they inspected her luggage and if their gloves are changed for every suitcase. If not, she will have to wash all the items in the suitcase.

5/15/2013 7:07:24 PM

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. It told her that generally they will change them, but I cannot say for sure if they changed the gloves before they inspected her luggage.

She said she will think about it then.

Attached:

(b)(6)

Marlboro, NJ 07746
(b)(6)

Dear (b)(6)

I ask you, (beg you is a better word) to please take a moment of your time to review this email personally. This past Monday, May 13, my daughter and son in-law accompanied my grandson to Newark Liberty airport to embark on a long journey for my grandson's surgery in Genoa, Italy. My 24 year old grandson was in an auto accident in April 2011. After 2 years of going to the "best " Drs in NYC, Johns Hopkins MD, NJ, etc. he was finally diagnosed 2 months ago with Lymphadema (blockage in the lymphatic system that translates to accumulated fluids that settle in the legs, abdomen, etc). He has gained 120 pounds as a result of inactivity and the fluid retention. The medical community in the US only treat but has no means of correcting the disease. Therefore, he is going to Genoa where the surgeons have been performing microsurgery for this since 1980. Not only is this a difficult painful trip for him, but also the expense is exorbitant. Needless to say, this is a journey of hope. That is until he was met with such insensitivity and lack of human kindness at Newark Liberty Airport.

I do not mean to take your time in providing this medical history, but I have to make a point.

5/15/2013 8:02:24 PM

My grandson is in a wheelchair and had to have his legs wrapped by a certified lymphatic therapist in order to prevent additional swelling while flying. His legs look like elepahantitis as a result of the bilateral trauma. As a result he lives with acute pain and cannot walk or even stand comfortably.

The TSA guards (I have no other term to describe them) made him stand and patted his entire body down, even going into his shorts. What can I say, you can certainly empathize with what he must have felt as this was going on. Is there no other way to determine who has the BOMB???? Is there any thought as to the pain and suffering of the handicapped traveler as they go through the indignities of the "pat down?"

I must interject that when they reached their connecting airport, Munich, they were greeted by many assists that were caring and compassionate and not only provided a private van to take him to the next gate for the plane that was going to Genoa, but made sure he was comfortable on that plane. And.....when they arrived in Genoa, again, the personnel were so caring that they whisked him to the front of the customs line and made a very uncomfortable journey bearable.

What has happened to the moral compass we in the USA were accustomed to??? 9-11 cannot be used as an excuse for the ignorance and bullying tactics of the immature goons that man the security gates at Newark Liberty Airport.

I am providing the flight information so that you can address this issue and hopefully, this will not happen to another passenger. Sometimes, we are not at our best health - wise and are forced to utilize the airlines. Those passengers who are bravely seeking medical treatment with no other means of transportation should be treated with respect, compassion and at least an understanding of the ordeal that these handicapped passengers must endure. No one should ever be subjected to the indignities of Ben's experience and I would hope that this would serve as a wake up call for your TSA personnel who act without proper understanding and move by rote rather than using their intelligence.

I have often thought that those young men and women who are in our Armed Forces should be manning our airports when they return to our shores. They are the ones who cannot get the jobs in the civilian world. They are the very people who have had the training and expertise and probably would be more efficient at sizing up a situation that required individualized attention. Why not use them to protect our citizens at home as they have distinguished their efforts all over the world?

Flight information.

Mon. May 13, 2013 Newark, UA 106Z 5:25 PM Mon. May 14, 2013 Munich LH 1942Z 9:25 AM
Mon. May 14,2013 Genoa 11:05 AM

I thank you (b)(6) for looking into to this matter and hopefully correcting this injustice so that no one else will ever be subjected to this type of insensitive and callous treatment.

It often helps when we imagine our own family members being placed in these situations. I hope that you can transfer my hurt and anger to your own feelings had this most unfortunate situation been done to one of yours. I thank you for your input

5/16/2013 10:11:27 AM

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 5/16/2013 6:21:33 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 05/16/2013 6:00 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport : B TSA Employee: (If Known) :
Comment : Was cleared for precheck. I have Titanium implant in knee. Scanner lane closed due to Sequester. Had to suffer the indignity of pat down or go to loooong line. Seriously? Sequester? Borrow personnel from RNO as they have tons of excess staff standing around.
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

5/16/2013 10:11:29 AM

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 5/16/2013 6:21:29 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 05/16/2013 6:00 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport : B TSA Employee: (If Known) :
Comment : Was cleared for precheck. I have Titanium implant in knee. Scanner lane closed due to Sequester. Had to suffer the indignity of pat down or go to loooong line. Seriously? Sequester? Borrow personnel from RNO as they have tons of excess staff standing around.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew last Thurs from BWI to ECP and she hasn t ever had her bag screened before. She has a colorful Vera Bradley bag this time with NOI inside checked baggage.
Then she flew back on Southwest Airlines flight number 1799 from ECP to BWI and she opened her bag and all her items was disarrayed and no NOI was inside but she new it had been gone through by TSA.

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.

5/17/2013 9:09:57 AM

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

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

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

I apologized to the caller about her disarrayed items and I told her to call the same phone number back and push option 5 and put in the airport code ECP to speak with a CSM.
Caller stated that he does not fly much any more due to bladder cancer that he just went through. Caller stated that he has a Urostomy and feels embarrassed at time when he has to go through the screening process. He wanted to know if there was any way that the process could be speeded up some what if feels it is to much of a burden to fly. Advised the caller that he may want to check into one of TSA precheck programs and this might smooth things along some what better for him. Asked the caller if he ever takes any medical documentation along with him to help and he stated that he hasn t lately.

Gave the caller the following info:
Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

5/17/2013 10:22:52 AM

Gave the caller the following info:
Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Pre\u2713™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Pre\u2713™ when flying on a participating airline at a participating airport. For more information, including enrollment, please visit http: www.globalentry.gov .

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 05/02/2013. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

5/17/2013 12:02:17 PM DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6) West, University Place, WA 98466

Email Address: (b)(6)

Phone Number: (b)(6)

Caller flew from PHL yesterday and found a NOI inside her bag and everytime (last 3 times she has flown) she has had one in her bag, why is her bag pulled?
She isn t missing anything or nothing is damaged in her bag and she is just complaining.

Caller flew on 5-6- from LAS, and said the TSOs were demanding and unnecessary in the way they treat people, she doesn t like the fact that there is no diversity at LAS.
Caller says there are too many TSOs sitting around and they are only black, every single TSO agent was black, only black race was represented and she is sick of being told what to do by the people who she is paying their salary and retirement.
Doesn t appreciate their attitude and they aren t pleasant or polite, they are useless and she hates them and they haven t stopped a single terrorist, there should be a better way to go about it.
She is offended and was told the metal detectors were being shut down and everyone had to go through the AIT and everyone was patted down also.
Do the TSOs have to go through scanner when they report to work?

5/17/2013 1:19:23 PM

Response:
Enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.
Explained to caller there are many things than could trigger an alarm such as books, food items, metal objects, etc.
Explained to caller the AIT has signs posted advising passengers they have the option to opt out of the AIT and they would be required to have a full body patdown to complete their screening experience.
Explained to caller the TSOs have to have extensive federal background checks and are issued security badges allowing them access to the secured areas.

-----Original Message-----
From: TSAExternalCompliance
Sent: Friday, May 17, 2013 11:47 AM
To: TSAExternalCompliance
Cc: Bandy, Kimberly J; Singh, Harleen ; Shora, Nawar; Cartagena, Michelle
Subject: FW: Fly Rights - New Report from Brendan O\'Connor

This should go to the CSQIM as it is customer service related. The "agent became surly and attempted to confiscate my cheese so that he could eat it."

Thanks,
Bryan

5/17/2013 2:00:03 PM

-----Original Message-----
From: (b)(6)
Sent: Friday, May 17, 2013 9:46 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from Brendan O\'Connor

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Madison, WI 53703

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

Dear Sir/Madam:

I wish to inform you of a very dissatisfying screening at the San Diego airport on May 17, 2013, Checkpoint Area #6.

I elected to opt out as I normally do since I fly every week and there is a history of cancer in our family. My doctor has advised me not to be exposed to any more radiation than possible and since I fly so much, this is a precaution that I take.

I would like to let you know that an individual named (b)(6) made my travel experience very unpleasant. First of all, I had to wait twenty minutes for someone to do the screening. There were several women at the terminal but no one seemed to come forward when the gentleman stated "opt out--female assist". (b)(6) was finally assigned and from our first meeting I could tell she was very put out about having to do this. From this point on, there was no pleasantry exchanged; an order in a very dictatorial manner to stand here, do this, etc. (army seargent); and she made me feel like I committed a crime. She also did not go through the full verbage and gave me a very rough pat down.

I am a million miler traveler in both American and United and I can tell you I don't expect to be treated like that. It is my right to ask for an opt out and it is up to the TSA folks to ensure that my rights are honored with dignity and respect.

5/18/2013 9:04:41 AM

I never filed a complaint before but I can tell you that this experience actually made me go get the name of this individual and ask for a comment card. If (b)(6) does not enjoy her job, she should not be in a service-oriented business, particularly air travel!

I would appreciate it if (b)(6) could be spoken to so she does not exhibit this behavior with other folks. Air travel is difficult enough these days; thus, we don't need unpleasant folks making it more unpleasant.

Thank you very much.

(b)(6)

Dear TSA:

Thank you for your response to my email, which contained two questions regarding PreCheck. Your response says, "We hope this information is helpful." Unfortunately it was not. Your response contains information I already know and that is posted on your website, and on the website of my airline. My email asked for addition explanation of why I would not be selected through my airline, and if there are minimum travel requirements. It also indicated I am unhappy with what I consider to be the unfair option that requires me to pay $100 to CBP if I want to participate in the Trusted Traveler program, when others do not have to pay anything. In addition, my email indicates the government has previous invested in background checks for me, which TSA could leverage, and should, in general, for efficiency's sake. Would you please take the time to address my specific concerns and questions?

Sincerely,

(b)(6)

5/18/2013 9:04:44 AM

From: (b)(6)
To: tsa-contactcenter@dhs.gov
Subject: Q. Selection for Precheck by TSA
Date: Thu, 16 May 2013 17:05:49 -0700

Dear TSA:

I travel frequently, and would like to participate in TSA's Precheck program without paying CBP $100 to participate in the Global Traveler program. I don't understand why some folks get it for free, and others not. One of my airlines (US Airways) said TSA has not selected me as eligible for the PreCheck program; that I do not meet the criteria. The US government has granted me multiple security clearances, which are active and I use for work, and has done several background investigations in support of those and past clearances, and I used to work for the State Department. I am frustrated about having to go through the same shoe-removing, pat-down process over, over, and over again. Why would I not be selected as eligible for the PreCheck program through my airline? Are there minimum travel requirements on a single airline?

(b)(6)

Your response:

Thank you for your email regarding traveler eligibility and enrollment for TSA Pre?™ benefits.

5/18/2013 11:22:57 AM

Caller opted for a patdown and left her laplop at the checkpoint at LaGuardia and left it there. SHe has been trying to reach a person at LGA for the lost and found with no success.

Advised caller the lost and found number at LaGuardia Airport is 718-662-5043.

Advised to speak with a CSM she can call the TCC number and enter option 5.

5/18/2013 11:41:13 AM

Caller said she just wanted to tell me about an experience she just had at the CVG Airport. She stated she told the TSO that she didn t want to go through the scanner, the tso told her it didn t have any radiation, and she stated again she did not want to go through it. She stated she would rather have a patdown and was advised by the TSO she may have to be patted down in sensitive areas. She stated that s fine she would still like to have the patdown and she stated the TSO said well I m glad you like it, we don t. Caller said she thought that was very inappropriate and rude, and just wanted us to know.

Advised: I apologized and caller hung up. Did not provide any information.

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

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Remote Client IP: (b)(6)
Date Time: 5/18/2013 4:01:23 PM

5/18/2013 5:08:19 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Austrian Air flight 66. Terminal 5, between gates 9 and 10, security checkpoint.
Comments:Officer (b)(6) was very hot-headed and discourteous when I questioned his assertion that I could not pat down my turban for the swabbing. I complied, but his attitude was very negative

On May 3rd, 2013, between 8:30 and 9:00 AM, I became one of the people that have been abused by TSA.

Background; I broke my leg in three places and had leg surgery on April 8th where I received plates, pins and screws to repair the breaks in my tibia and fibula. I am under orders of my Doctor not to put ANY weight on my left leg.

I arrived at Checkpoint number 3 at O'Hare Airport in a wheelchair with my crutches in my hand, being pushed by someone from United. I placed my carry-on bag on the belt for X-Ray, the TSA agent also told me to put my crutches through x-ray as well.

I am a frequent traveler taking at least 50 flights a year for the last 5 years; I even have a trusted traveler number and global entry status. I was sitting in the wheel chair provided by United not sure what to do next since this was the first time I had to go through security when I could not walk. I also understand that TSA agents are not to be questioned, and even a bad joke can land you in serious trouble.

At this time, TSA agent (b)(6) instructed me to walk through the body scanner. I told him at least twice that I could not walk; he kept repeating that I had to go through the body scanner. I finally told agent (b)(6) all I could do is to hop on one leg, he instructed me to do that. I actually made an attempt to hop on one leg into the body scanner. (What happens if you do not follow TSA instructions?) As soon as I got into the scanner it was activated and I was told it was not good because I was moving. I WAS TRYING TO BALLNCE ON ONE LEG AFTER HOPPING INTO IT, NO KIDDING I WAS MOOVING I WAS TRYING TO REGAIN MY BALANCE! Then the scanner was activated a second time, while I was still trying to regain my balance, not surprisingly this attempt also failed. While I was struggling in the body scanner, my wife asked agent (b)(6) what he was doing to me. He told her that I told him that I could walk. I did not say that, and would not since I was very aware of my condition. Agent (b)(6) did not tell the truth, is this TSA material?

5/18/2013 5:08:23 PM

After the second failed attempt to get a scan, I was instructed to get out. Agent (b)(6) said that he saw me standing next to the X-ray belt, I said yes but I was using my crutches (I got up to pull out my laptop from my carry on). My wife, very concerned about me came over to me, and she was told to get away. Someone who was apparently agent (b)(6) supervisor took over. My wife now tried to bring me my crutches that made it through the X-ray machine, again she was told to get away, leaving me without crutches, a wheel chair, or the ability to walk.

I told the supervisor that I was very upset how I was treated, that I cannot walk, he only proceeded to tell me that I failed the scan since I was moving and droned on and on about what he was going to do in the pat down. I feel that in retaliation for being upset, I got the longest pat down that day.

To say that I am upset, and disgusted with the actions of the TSA agents that day would be an understatement. I have made an attempt to explain why, however I am not sure it is possible to put into words how this unfolded. We all count on TSA to do a competent job insuring flight security; however that is no license to abuse people. Agent (b)(6) actions show that he cannot handle the responsibility of having authority over people.

I considered that it might be best not to say anything, concerned about additional special treatment I might get the next time I travel. Regardless, the TSA agent's actions that day were seriously wrong and arrogant, and they must treat people with disabilities correctly.

Feel free to contact me on my cell phone at (b)(6) if you want to discuss this further.

(b)(6)
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 5/19/2013 4:25:09 AM

5/19/2013 9:28:05 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Chicago O'Hare (ORD), Austrian Air 066 to Vienna. This concerns security checkpoint between gates 9 and 10, Terminal 5.
Comments:At the checkpoint I opted out of the scanner, as I always do. At the end of the pat down and I said I'd pat my turban for swabbing. Officer (b)(was very unpleasant and discourteous when I questioned the requirement that the officer do the patting of the turban. I complied but was disturbed by Office (b)(6) attitude. I wrote down his name to file this report and when he saw me do this he asked for my passport and boarding pass. I now suspect he had my luggage pulled, out of retribution, because it did not arrive with me in Vienna, despite having a 3 hr layover in Chicago after my arrival from Denver. The officer who patted me down was courteous and sympathetic.

Good morning,

I just competed the security screening through the ATL terminal F international terminal this morning at around 9:50. My flight is DL 1276 scheduled to depart at 10:15 (delayed to 10:40) from atl to cmh.

When entering the screening procedure I identified myself as an "opt out" to the full body scanning machine. Today I was wearing a tank top layered under a cardigan. While waiting for a screening agent to perform my pat down I was told to remove my cardigan and I was told it was a jacket. When I told the agent that I did not feel comfortable removing it, i was told that I had no choice. I was told by an officer named (b)(6) that officer (b)(6) required that I remove the cardigan for the pat down. I then inquired with officer (b)(6) as to what her full name was. She told me that she did not have to give me her name and I was going to show her respect. She was wearing no other identifiable information that I could see. She then stated that she refused to perform my pat down.

She instructed her supervisor to deal with me because she did not want to anymore. Her supervisor then stated she understood and took me to the pat down area. After the pat down, the supervisor told me she would speak with officer (b)(6) and if I ran into this situation again I should just stay where I am and request a manager.

5/19/2013 11:06:31 AM

As a frequent traveler, I hope to be as accommodating as possible to aid in the security of the airline industry. I understand all the security procedures in place, the need for their enforcement and I work very hard to make the screening procedure as easy as possible. However, today's incident displayed a disregard of the travelers bill of rights and also the required identification procedures of airport employees.

As a side note, this is not the first violation of the traveler bill of rights I have experienced at the atlanta airport. As a prior medical patient who was required to wear an external medical device, I have experienced an extreme amount of embarrassment and discomfort when traveling though the security checkpoints in atlanta.

Thank you for your time

(b)(6)

Sent from my iPhone

5/19/2013 12:44:58 PM

The caller said she has a complaint about the screening process at PHL. The caller said the incident occurred around 4:00pm on 5 15 2013. The caller said she went through the AIT and she had to under-go a pat-down. The caller said she was wearing light tan pants and the TSO was rubbing her hand up and down her left leg. The caller said she has really bag vericose veins and the officer wanted to know what the caller had on her leg. The caller said she also has a hump in her back and the officers in the past rubbed her hump too hard. The caller wanted to know why she would still have to under-go a pat-down if she goes through the screening process.

I told the caller we monitor the number and nature of complaints to tracks trends. I told the caller we want to see if there are certain screeners or screener teams that are subject to repeated complaints.

5/19/2013 3:33:57 PM

If you want to know why TSA has a bad reputation, I'll clue you in. In line in Newark, there was a long line waiting to go through the body scan machine (line was less than 12 inches from where I stood). Your screener tells me I have to take my sandals off. I responded "I will". I'm not sure what she heard or what she thought she heard but my hearing is better than hers. She 'casually' strolls over to the screener on the next line and tells him than I'm 'trying to get over on her' and something else I couldn't fully hear. (My sister informed me it was ". . . why people have to be like that today. I guess I'll have to let it go.") She then comes back to me telling me to allow others to get their stuff through the x-ray until I decide to take my shoes off (line hasn't moved an inch). I do let everything that can go through to go -- which was actually just my sister's things since no one was picking things up on the other end. The line begins to move so I put my sandals through and move the 18 inches to the line. The screener then walks to the other side of the scanning machine and talks to the screeners on that side and walks back. I go through the screening and the screener just starts patting my stomach. I ask her what she's doing and she immediately calls for a supervisor. If anyone asks what is happening it immediately gets elevated to the supervisor? Or was it just me because the other screener thought she could ruin my day? The supervisor comes over with an attitude about me calling when I said I just asked what was going on and didn't call for a supervisor. The screener said she called for him. So why he continued to engage with me I don't know. But he informed me that I called his screener a smarta$$. I told him I did not say such thing - my choice of profanity would certainly have been more descriptive of her actual intelligence. I said I just wanted to complete the pat down so I could move on. The supervisor said that's what he was suggesting because otherwise he was going to pull my boarding pass and then I'd have real problems. I got through the pat down, walked through and since the supervisor was following my progress I told him the issue started with his agent and my shoes. He didn't want to hear anything so I told my sister to walk away because it wasn't worth the aggravation. We started to walk away but I decided I wanted his name - (b)(6) He said to me that if I want to take it to that level (really, that's an escalation - isn't that why they wear name tags?), he could go there too and needed to see my boarding pass to make a copy. If he was trying to intimidate me, it wasn't working. But I can see how things can get out of hands quickly. I did not go into line looking for an argument. I don't think I was crazy to want to be barefoot as little as possible in Newark airport. And I in no way delayed the line or others from getting through the screening process. Just sayin' if you want to create more positive image for TSA, you might want to teach (b)(6) how to defuse situations instead of inciting them.

Sincerely,
(b)(6)

Sent from my iPad

From (b)(6)
Sent: Sunday, May 19, 2013 3:09 AM
To: TSAExternalCompliance
Subject: Complaint to body scan opt-out treatment

(b)(6)

5/19/2013 3:34:41 PM

(b)(6) Burbank, CA 91506

HYPERLINK (b)(6)

On Tuesday, 4/30/13, around 11:30am, at LAX in Los Angeles, CA, I was at the security checkpoint for American Airlines economy section. All passengers were to go through a body scanner--however, I noticed that the first class passengers on the other side of the glass wall only had to go through a metal detector. Near the front of the line, I informed a Hispanic or Caucasian or Islander male TSA agent in his 20s-30s that I was requesting a pat-down in lieu of going through the scanner. He asked me to wait in front to the side, precisely where all other passengers would drop off their items on the conveyor belt and walk in front of me into the body scanner. This felt uncomfortable like I was in the way and subtly encouraged to just go in the scanner like everyone else was doing. The agent had generically called out for a female agent assist. I waited for several minutes when I made eye contact with the agent again, and this time he made a more concerted effort to get a female agent over to do the pat-down. This is not the first time I felt an unjust wait to move through the checkpoint when refusing the body scan. I paid my ticket like every other passenger and I am entitled to get through security as fast as anyone else. I suggest the TSA needs more organization to execute this common-sense service. After approximately 5-10 minutes (which is extremely long given my position in the midst of a crowd of people), a female agent became available, and the male agent I had spoken with as well as another one then called out "Lockdown!" several times so everyone at the checkpoint could easily hear. It was horribly humiliating. I had done nothing wrong, merely wanting to avoid the invasion and x-rays of the body scanner and yet I felt like a potential security threat, when I had done as much as any other passenger going through security, and no one was calling out lockdown each time the first class passengers went through security, as they weren't going through body scanners either. I felt completely discriminated against and degraded for my rightful choice of an alternative security method. I should have been able to go through a metal detector like the first class passengers as my luggage perfectly checked out too... I took off my shoes, sweater, pulled out my laptop and baggie of liquids all less than 3 oz.; it's like nothing I do is enough to be considered who I am--just a person flying to the midwest to see family. The experience was awful and makes me want to avoid flying whenever possible. The TSA should never call out tense words like "lockdown" on ordinary passengers. We should all be treated with dignity and respect--innocent until proven guilty comes to mind, yet I felt guilty until proved innocent.

I broke by back and have to wear a brace. When I go through airport security TSA gives me a choice of having to go through a humiliating pat down or removing my brace and going through the regular procedure. I love it that your security people tell me not to hurt myself. So it's my choice that I take a chance and remove my brace. What I didn't expect that as soon as I passed through the scanner and my brace was checked that they won't give me back my brace right away. I didn't mind taking the chance that I become paralyzed by removing my brace but to prolong the possibility I resent very much. Now my only choice is not to fly at all.

5/20/2013 8:23:24 AM

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Disability Complaint Current Date/Time : 5/20/2013 2:52:47 AM Airport : LAS - McCarran International Date/Time of Travel : 05/19/2013 4:45 PM Airline & Flight Number : Allegiant Air Flight 516 Checkpoint/Area of Airport : Security Screening Checkpoint to Terminal D TSA Employee: (If Known) : 3 Employees, Unknown Names Comment : When attempting to tell the first TSA Employee I encountered that I have an implanted defibrillator cardiac device in my chest, the TSA employee told me that I needed to just proceed through the "Advanced Imaging Technology Machine", that it was harmless and that it wouldn't cause me any problems. I refused to pass thru the AIT Machine and the Metal Detector, and asked to be patted down instead, as I informed him that my Electrophysiologist and Cardiologist has told me on numerous occasions to NOT pass thru either machine. The TSA Employee proceeded to tell me, and I quote "Your physician doesn't have ANY idea what he is talking about, the AIT Machine has no effect on pacemakers or implanted devices, it's just cell phone technology." Well, on the contrary, cell phone technology CAN in fact have adverse effects on Implanted Defibrillators. So much so that I can not have a cell phone within 6 inches from the site of my implant. Cell phone technology has been PROVEN to carry a risk of programing erasure of Defibrillators. The TSA Employee proceeds to yell across the room "OPT-Out, I need a pat down" and tells me to position myself and stand in a small area between the ATI Machine, Baggage X-ray Machine and Metal Detector archway. I told her no, I was not going to take a chance in potentially causing myself physical harm by waiting in such a small area wedged between the very machines that I am not suppose to be near. After about ten minutes of standing off to the side next to another TSA Employee who for some reason would not proceed in a pat down, but rather just stood next to me, not allowing me to move, while my family and friends waited on the other side. When I asked the male TSA Employee next to me why we were just standing there waiting and not

5/20/2013 8:24:08 AM

completing a pat down, another woman TSA Employee behind the baggage x-ray monitor rudely replies, "Anybody who OPTs Out deserves to stand and wait". I was so utterly shocked by her response that I was literally speechless. My family and friends became so enraged by the way that I was being treated, they approached a TSA Manager and demanded answers. I was finally allowed through and the male TSA Employee that escorted me and had been just standing there next to me during the entire ordeal, doing nothing, proceeded with my pat down. I received no apology from anyone for the way I was treated. I was made to feel as though I was a serious inconvenience to all TSA employees I encountered, and I left the security area feeling horribly mistreated because of a medical condition beyond my control. I did NOT choose to suffer 7 cardiac arrests at the age of 37, nor do I like the idea of having a foreign object implanted in my chest and wired to my heart, but this something I live with to keep myself alive. TSA Employees are NOT Electrophysiologists or Cardiologists and should NEVER advise any medically challenged human as to what will and will not effect them adversely. I was informed enough by my doctors to refuse. The next person with a similar condition to my own might not be as informed and could suffer serious medical injury at the hands of TSA Employees giving medical advise when they have NO business doing so. It is not at all difficult to treat another person with kindness and dignity. What happened to me today, should NEVER happen to anyone living with a medical condition that can not be controlled. It was extremely unkind, rude and unappreciated.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller is complaining that the Amarillo Airport lacks communication skills while conducting screening. She stated that once while traveling through Amarillo before they had AIT she was subjected to a paldown and was not told why. Another time her husband had to undergo a patdown after going through the AIT. She is fine with all of this but wishes they would let her know what is going on before they just start patting them down.

5/20/2013 9:11:40 AM

Advised caller:

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

Disability Description: The caller s partner has a pacemaker.

Response Details: I apologized for the experience.

For the written to be complete it must
Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; 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.

5/20/2013 2:08:07 PM

Any of the above requirements can be waived for good cause.

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.

I will send an email with this information as well.

I will escalate this information to our disability specialist for review.

Incident Details: The caller went through LAS to Fresno 05-19-2013 at 3:40 pm. The caller would like file a complaint for what happened when they went through the checkpoint. He was in a group of about 8 people and his partner has a pacemaker in his chest and they did notify the TSOs of that.

They were told by the cardiologist not to go through any of the machines. At the checkpoint the passenger told the TSO that he could not want to go through the machines. He walked to the other side and asked if they were going to pat him down to screen him. The caller said a lady literally jumped over a desk and told him that he was the one that opted out and he deserved to wait.

The TSO also grabbed a bag that did not belong to them like they were going to inspect in as well until he notified them that it was not their bag but that of the people in front of him. The passengers bags were marked with the casino name and he was not sure why they grabbed it because every thing had already been screened and the passenger was just waiting for a pat down.
Caller flew OAK-LAS yesterday morning aboard Southwest Airlines #312. Caller is unhappy with the manner in which her pat down was conducted. Caller indicates at approximately 11:30AM yesterday morning, she was undergoing screening at the checkpoint to the far right of the Southwest terminal when she was selected for additional screening. A short Caucasian or Hispanic lady conducted her patdown and feels her breasts were cupped for an extended period of time in an unnecessary manner. Her arm was also grabbed rather forcefully by this female TSO. The caller is 83 years old and travels with a cane and was going through the checkpoint for persons with disabilities and medical conditions. Caller wants her complaint investigated and addressed specifically by personnel at OAK.

Resolution:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.
Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or Screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

5/20/2013 3:30:11 PM

The caller was at JFK last weekend for a flight. He was at the checkpoint and saw his wife getting a hand patdown. He took pictures and the TSO told him that it was illegal to do that and forced him to delete the pictures. He wants to know if this is legal.

Response:

5/20/2013 3:44:04 PM

TSA does not prohibit the public, passengers, or press from photographing, videotaping, or filming at security screening checkpoints as long as it does not interfere with or slow down the screening process. Whether or not videotaping interferes with or slows down security procedures is determined by supervisory personnel at the time of the screening. TSA may ask a photographer to stop if they are interfering with the screening process or taking photos of x-ray monitor screens at the checkpoint.

In addition, although TSA does not prohibit photography or videotaping at screening locations, passengers must abide by local laws, State statutes, or local ordinances that restrict this activity.

On 17 May during my flight from SAT to PHX you opened one of my checked bags and obviously removed the contents which consisted of rare publications from the period of 1912 or earlier through 1973, published in Japan, China, Russia, and the USA. Some were very fragile so I packed them so that they would not shift and suffer any damage.

On arrival at PHX, the piece of checked baggage you did not examine was easily retrieved, but the one you opened did not appear. A Baggage report (b)(6) was submitted with a copy handed to me at 10:01am, more than an hour and a half after the enquiry began for bag (b)(6). Some time after 11:00pm the bag was delivered to my hotel and held at the desk with a card marked (b)(6).

On opening the bag I found significant damage to some of the publication including separated bindings, mutilated dust cover, and torn end pages in the paperbacks because they were not properly repacked after examination.

5/20/2013 6:22:56 PM

In addition, security screening for my return flight was the worst such experience I have ever had. First I was told the whole-body scanner was "harmless" when, after 51 years work in medical facilities, I know the statement was false. When I protested going through the scanner I was offered a search but agreed to the scanner and went through it. I was then detained, subjected to a pat down, and then a swab of my left palm that was run through what may have been a free radical assay test apparatus.
The whole security screen was more unpleasant than passing through the US Army Camp Alpha out-processing as I was departing Da Nang VN in December 1972.

I am 81 and disabled from my 26 years active USAF service. I am not happy at what TSA did 17-19 May 2013.

Respectfully,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 5/21/2013 3:14:18 PM

5/21/2013 3:53:24 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alaska Airlines 2102, SEA
TAC, Departing Seattle, May 9, 2013 at 8am and Arriving Pasco/Tri-Cities May 9, 2013 at 8:50am.
Comments:I stood over an hour at the TSA check, Gate N-S observing the long lines and persons going through TSA checks. After removing my shoes and undergoing a full body scan, I was asked by the TSA agent if she could search my hair. I consider the request a violation of my rights as an African American female and racial discrimination as I did not see the TSA agent search any white person with full hair.

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 5/21/2013 3:25:45 PM Airport : MDT - Harrisburg International Date/Time of Travel : 05/18/2013 11:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) : (b)(6)
Comment : I entered the TSA checkpoint like any other day by showing my IDs to TSA agent at the beginning of the line for the conveyor belt. Then I put my laptop, belt, and cell phone with holster in a tray and sent it through the conveyor belt to be scanned by the machine. Bowls were placed on either side of pieces of luggage on the conveyor belt to ensure the personnel operating the machine knew that it they were crew bags. I made sure that my bags were not tampered with as they went through the machine. I held up my lanyard with my company ID picture showing outward as I stepped through the x-ray scanner. With all things satisfactory at this point, I proceeded to gather my things at the other end of the conveyor belt and assembled my luggage to go to work. As I put my belt back on, and attached my cell phone holster with cell phone to my belt, I noticed that a trio of TSA officers were examining and going through my luggage as if a possible bomb were inside. I told them that it was most likely my possibly metallic can-opener that was causing the X-Ray screener to show whatever indication that it showed.

Despite several checks of my IDs, a scanning machine examination, and an actual hand search of my bag revealing no prohibited items, agent (b)(6) stated that I needed to be given a pat-down. I reminded him that I was a crewmember in full uniform; he stated that it did not matter. I submitted to the pat down after I replied that I would like to examine his own personal identification after the pat-down's conclusion. To his credit officer (b)(6) was at least willing to show me his own identification without complaint.

5/21/2013 3:54:16 PM

This pat-down was given in full view of my fellow crewmembers and the passengers of whom I was to fly to Atlanta. I cannot describe how angry, frustrated, and embarrassed I was during and after the pat-down. But I would compare my situation to that of a priest being wrongfully arrested for pedophilia in front of his entire congregation. Most importantly, incidents such as the one that occurred to me distract flight crewmembers from their most important job: passenger safety.

All flight crewmembers share a collective desire to have a hassle-free and expeditious method of being processed through an airport's security system in order to do our jobs. There are many, many fallacies behind the current procedure at the Harrisburg airport of giving crewmembers an automatic pat-down after anything suspicious pops up on the scanner machine. A flight crewmember must go through numerous background checks and threat assessments before being allowed to start their jobs. In addition, there are probably some highly in-depth background checks that have occurred without my knowledge. It is insulting to think that if one were to commit an act of terrorism, a flight crewmember would hide a weapon in one's luggage and take that piece of luggage through a TSA checkpoint when there are many other ways of bringing it onboard without ever coming across a TSA inspection checkpoint. Furthermore, in every cockpit there is a crash axe that is to be used in the event of an emergency. Therefore one would not even have a need to bring a potential weapon through a security checkpoint.

I understand that at one point recently the TSA was considering relaxing its policies to allow passengers to carry certain knives. But is it TSA policy to give crewmembers a pat-down even after an explanation can be made for a certain indication on a scanning machine? If this is the case, then there is a major malfunction in this government agency. Furthermore, over the last 6 years, I have carried a can-opener through the airport checkpoints in Atlanta, Denver, Wichita, Chicago O'Hare, Madison, Des Moines, Oklahoma City, Tulsa, Dallas-Love, Miami, Fort-Lauderdale, Tampa, Memphis, Baton Rouge, Alexandria (LA), Gulfport (MS), Houston Intercontinental, Jackson (MS), New York Kennedy, New York La Guardia, White Plains (NY), Baltimore, Washington Reagan, Washington Dulles, Savannah, Charleston (WV), and Charleston (SC) to name a few. Never before have I been asked to submit to a pat-down while in uniform. So either every other TSA checkpoint that I have been to in the last 6 years has been wrong in not giving me a pat-down or Harrisburg operates on a totally different policy than the rest of the country.

It should be plainly obvious that the TSA should not spend their time aggravating crewmembers by singling them out for pointless additional screening and instead should be focusing on passengers who are more likely to pose greater security

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 5/21/2013 1:57:18 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Why are some people allowed to go thru the metal detector while others go thru the radiation? How is this determined and how can you explain the unfair/biased 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

5/21/2013 3:54:22 PM

Caller said he travels with a bishop with the Eastern Orthodox church. Caller said his bag was searched. Caller said there were sacred and expensive items packed in this suitcase which weighed about 40 pounds. Caller said there are books, vestments and clothing items in this suitcase. Caller said he found a NOI in the suitcase that when they got the suitcase back, the suitcase was disarrayed. Caller said the flight did not leave until 8:35 pm Caller said they had a satchel with books and the books were removed from the satchel and were loose in the suitcase. Caller said an item that is worn around the neck was then placed in the satchel. Caller said they had a Pastoral metal staff that would have been broken down in sections also in this case. Caller was upset over the sacred items being disarrayed. Caller also said because they wear robes, they have to have a patdown when they go through the airport. Caller asked about the Precheck program.

Airport Denver to Wichita
Airline United
Flight numbers UA 341
Date and time of incident
Baggage tag number Caller did not have this number with him.
Description of bag, color, style, size, brand - Black, hard sided Samsonite with 3 locks but it was not locked
NOI with Writing TSA DEN 8 2013 May 19 PM 7:14
Terminal or Gate B Terminal, B-36

5/21/2013 4:09:06 PM

I apologized to the caller and told the caller he can contact the CSM prior to travel to make arrangements for screening special items.
Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at the given airport.

TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre\u2713™ for U.S. citizens who are members of CBP's Trusted Traveler programs (such as Global Entry, NEXUS, and SENTRI) and eligible frequent flyers.

To participate in TSA Pre\u2713™, members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing. For frequent flyer program members, participating airlines will permit some members to "opt-in" through the airline's system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA's Secure Flight system.
Travelers interested in participating in TSA Pre\u2713™ should contact their airlines or visit CBP's Global Entry program at http: www.globalentry.gov .
I gave the caller a comprehensive explanation of the Precheck program.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 5/21/2013 3:43:41 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 05/19/2013 Airline & Flight Number : KLM 0621 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : During my recent flight, I was very unhappy with the type of customer service I received at the airport. I'm all for security and taking precautions but I can't help but get the feeling that some security officials in the airport get a thrill out of having a little bit of authority and telling people what to do. When my flight first arrived to the USA from Amsterdam, I walked off the plane and then remembered that I left a bag of duty free items beside my seat. So, I turned around to go back to the plane (others were still getting off the plane) and told the flight attendant I left a bag on the plane. She said to come on and get it, as I had only taken like 10 steps away from the plane's door at this point. When I tried, some guys (who never identified themselves) started yelling "Sir, you can't go back on the plane. You can't go back". That's a little ridiculous. If someone leaves something in their seat and needs to get it back, then by all means walk with them to the seat if you'd like, but don't yell at them that they can't pick up their own personal belongings that they just left 60 seconds ago. The agent said "Well, it is for security because if you were going to customs and realized you had something you didn't want customs to see you could go back on the plane and leave it", which is pretty stupid because if there was something I didn't want the agent to see when I got off the plane, I'd just stop in the airport bathroom and put it there before walking to the customs checkpoint. I wouldn't go back on the plane where I had just been for 9 hours! It was such a huge ordeal just for me to get some cookies that I bought during the flight. Next, I went through customs and handed the officer my form. He was polite and said thanks. Next, I waited away from the desk for my friend (who was traveling with me) to also hand in his form and go through customs. Some woman just walked by and started yelling, "You can't wait here! This isn't a waiting room!". Now, nobody who is traveling wants to just walk away and leave friends or family behind, especially in a large airport where it could be easy to get lost. Perhaps having a line for individuals to stand behind or another area where we could wait for friends/family would make more sense. In any event, having someone yelling, "You can't wait here, you can't wait here" is not a very nice "welcome home" message to get when arriving in the USA. Next, as I had a connecting flight, I had to go through security again. Instead of using the new scanner machine, I asked to have a pat down. The female agent there mumbled something, which I couldn't hear, but she pointed to my right, which I took to mean she wanted me to go to the other side. She then yelled, "That's not the door! I said the door here!" and she rolled her eyes. Again, it was very disrespectful. Could you please remind agents working in the airport that when someone gets off the plane it may be difficult to hear because of the pressure change during the flight's landing? I was trying to hold my nose and blow and swallow and whatever I could to get my ears to open back up. I didn't need someone to roll their eyes simply because I didn't hear them well the first time. So, a guy finally comes to do the "pat down" that I requested. He asked me to stand on a mat and did the pat down and then said "alright hang on" and then he walked away and never came back!!!! so, I'm just standing there waiting, with another connecting flight to catch and I didn't know what to do. If I walked away, I might get accused of trying to bypass security, but if I just stood there, I could miss my flight and who knows how long I'd be standing there. So, I looked around for someone to ask for assistance and nobody was close enough for me to ask anything. So, I finally yelled over to my friend (who went through the scanner machine) if he could find someone to ask for help. So, he yelled out to the man who had patted me down "Is my friend ok to go now?" and the guy turned and said "Oh, yeah...he's good". Well, gee, thanks for letting me know. He had just totally forgotten me and left me standing there. Finally, I think there needs to be a better understanding between airport employees, airline employees and employees of stores in the airport about what people can and cannot do/bring on board. Like I said earlier, when I left behind my bag of cookies (which were gifts) on the plane, the KLM attendant said "Sure, run back on and grab your bag" and then the other airport official was telling me not to go back on. Also, my friend brought some type of marmalade at an airport store (past security) in Amsterdam. When he asked if he could carry it on, the guy said yes because he would put it in a bag with a seal, which showed it was OK to bring on the plane, as it was purchased at the airport. Well, of course in Atlanta the security checkpoint person started talking about how he can't bring it with him if it's over so many ounces and blah blah blah. He actually got to bring it with him but apparently it's because she didn't know how many grams were in an ounce (since grams were listed and not ounces). But what is the point of even having stores sell wine and jelly and such if you can't take it with you? And if it's placed in checked luggage it will be destroyed by all the people throwing your bags everywhere. Overall, it was really just an unhappy traveling experience. The city I visited was great and I had fun there, but coming through American airports made me feel like a prisoner with people just shouting often contradictory orders at me. The biggest problem was really people's attitudes there. I have a full-time job, 2 part time jobs, and I'm finishing up my PhD now. I'm not an uneducated person and I don't need someone yelling at me like I'm a two year old idiot. If I step to the right and you wanted me to step to the left, just say "Oh, I'm sorry, Sir, I meant for you to come on this side", but just rolling eyes, yelling and making snide remarks is extremely disrespectful. Finally, when I was going through that same security checkpoint, some older guy said to the lines of people there, "Alright, we are checking your bags and you, we don't need to see your boarding pass and ID", which by itself is not a problem. But then he started repeating himself, prefacing it each time with "OK, people, I'm going to say this one more time...we don't need to see your passports and...". That little comment about "OK, people I'm going to tell you one more time" is just rude and unnecessary. For people who don't work at an airport or who are not seasoned travelers, the airport is a big maze and a big ball of confusion: Where do I go? Where do I pick up my bags? Do I get my bags and then go through customs or do I go through customs and then get my bags? and on and on. Being treated

5/21/2013 6:06:52 PM

Caller asked what the ticketing and boarding procedures for traveling with an infant are. He then corrected himself and asked what we require to be on the boarding pass when a passenger is traveling with an infant whether the child s name should be on it, or if it should just say that he was traveling with an infant. He said that going through IND yesterday, his wife, 2 kids and his wife s mother weren t permitted to go through security because the TSO said that the boarding pass was not marked correctly. They had her go back and forth between there and the United counter, and ultimately missed an international flight. The TSO couldn t tell her what was wrong with the boarding pass. He isn t sure if it said that the passenger was traveling with an infant or if it said the passenger was traveling with the child and had the name of the child on the ticket. Her sister was with them traveling with her child, and her boarding pass was marked exactly the same way and they let her through. He has read the information that he could find online about it, and he hasn t seen anything that says what they did was correct, and told her that there was no guarantee she d be able to make it through security today. He asked how to contact the CSM there at the airport directly, and asked if TSO reimbursed for missed flights. He also asked how many claims they reimbursed for.

5/22/2013 8:22:49 AM Advised Caller:
First, I told him that a passenger would carry the child through the screening, and if an alarm were to sound then they would conduct a paldown to clear the alarm.

Once he correctly informed me of what he was asking, I told him that we have no information on the specifications on requirements for what is on the boarding pass when a passenger is traveling with an infant. The information on the boarding pass would be up to the airline as to what was printed out. I have no way of telling him why they wouldn t have let his wife through the checkpoint, and let her sister through, but I would take the information and then send it up to the CSM at the checkpoint so that they could review the information to see what happened.

I then told him how to contact the CSM by calling back the number he dialed to reach me, pressing option 5, entering the airport code and it would then provide him with the contact information for the CSM.

I also told him that we have claim forms that can be completed and it would be determined once they were complete whether or not the passenger would be reimbursed. I told him that we do not handle the claims here, so there is no way for me to know how often claims are reimbursed for missed flights.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 5/21/2013 7:41:41 PM

5/22/2013 8:26:53 AM
Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Kennedy Airport, NY
Comments:My partner (b)(6) and I flew from NY to Boston on 5/19/13 via American Airlines. (b)(6) has a pacemaker and in the past has had a special screening. On this day 3 different TSA employees insisted that there was no need for special screening and had him go through the radiation booth. Immediately after exiting the booth (b)(6) experienced dizziness and a strange feeling in his chest. He was checked by paramedics who indicated that his heart beat was erratic. We flew back to Boston as his Dr's are here.. He is still having issues with erratic heart beat, lethargic, and very uncomfortable. Why did TSA indicate it was ok for him to go thru the radiation screening? This is very upsetting and we would like some answers. Thank You

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 5/21/2013 6:32:30 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

5/22/2013 8:27:51 AM Comment : You did NOT answer my previous question. I am not concerned with the requirements for screening nor am I impressed with your claims for safety. What I am concerned about is the unfairness of allowing some people to walk through a metal detector and while others have to be radiated. I believe that constitues profiling etc. I will never go thru that machine again. You are treated like a criminal and I believe women are targeted for it more than men. I just want to know how you can decide who gets to walk thru a metal detector and who has to be emotionally violated with the radation? I am sure I will now receive the same non answer but I would really appreciate your direct answer to my direct question.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller stated that his father, (b)(6) was traveling from Miami International to Ecuador on 5 21 13 and when going through security, he was taken into a separate room to receive a patdown from TSA. He had a brand new iPhone in his carry-on bag that is now missing. He does not think that his father dropped it out of his bag when going through the airport.

5/22/2013 10:20:33 AM

Passengers name: (b)(6)
Airport: Miami International
Airline: American Airlines
Flight: He did not have the flight number
Date and time: Departed 5 21 13 at 6:55 p.m., but went through the checkpoint a little after 4:00 p.m.
Location: Terminal D

Advised caller:
The complaint will be forwarded to the CSM at the airport and a claim form will be sent within 24 hours. He can also check with the lost and found at Miami International by calling 305-421-2410.
Caller was at MDW yesterday and had to have a patdown. A TSO went through her carry on luggage and the agent forgot to replace her prescription eyeglasses, which she really needs. The TSO removed her toiletries bag and a large bottle of hydrogen peroxide which they kept. The glasses are very thick bifocals and she is legally blind and the glasses are very expensive. She has an emergency pair she can use to keep from walking into trees, etc.
Caller wanted to state that everyone there was very nice and she had wheelchair assistance.
Flight # 1575, Gate #A17, Southwest

5/22/2013 11:29:45 AM

Response:
TSA regrets that you found items missing and or damaged from your carry-on luggage. Apologized to caller and provided claim form via email.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.
Chicago
Midway International Airport
773-498-1308

5/22/2013 2:05:25 PM

This was my first time flying and I was unsatisfied with the service of your officers. I had an issue with one of my items that was in my carry on. So I had to go throw check point again. Other officers saying things underneath their breath that had nothing to do with the issue. Now the woman that stopped my bag switched posted and asked me to lift my hair up and attempted to pat down the other woman I was with when we first went through the check point none of that was done. This issue took place at Miami international airport for flight d50 to regan national airport. My name is (b)(6) Due to this issue I'm not considering flying to this airport due to your horrible customer service that your tsa staff provided.

Sent from my iPhone

UNCLASSIFIED//NONE

I booked a flight for my son previous BACK Surgery, (b)(6) Conf (b)(6) Before going thru the scanner informed the officer of his condition and he could hardly walk. He has a spinal stimulators unit in his back and a ID Medical card explaining his condition. Showed the card and explained just had back surgery and the officer hit his back 5 times saying it will be O.K. The officer did not listen and hurt my son. Hitting his back, come on! He had tears in his eyes from the pain while others around viewed his pain drawing up from the hitting his back! You owe my son a tremendous apology! TSA Guidance-Passengers who have medical devices attached to their bodies, stimulators, spinal stimulators, devices should inform the officer conducting the screening of the device and where it is located before the screening process begins. (b)(6) flight for May 25, 2013 MSY to BHM for a medical appointment. How do you prevent the previous incident & not going through the scanner but have a Pat down? If scanned the stimulator will shut down! Southwest Airlines- By law, I'm required to inform you that should you wish to pursue this matter further; you may contact the United States Department of Transportation.

VR,

5/22/2013 2:05:57 PM

(b)(6)

Disability Description: Caller has a very very mild case of cerebral palsy on her right side of her body and she has a limp on her right side.

She also can t open her fist and she keeps a piece of paper in her fist so that her fist stay locked over the paper.

Response Details: I apologized to the caller about this happening to her.

For your complaint to be considered complete according to 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.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

5/22/2013 4:53:37 PM

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

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

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

She stated that she would rather file complaint by mail.

Sent information on how to file a formal complaint.

Disability Description: The callers mother (b)(6) flew from MCO on 5-22-13 His mother is 75 and has a pacemaker. She gave the card to the officers.

Response Details: If a passenger has an internal medical device, such a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

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

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

5/22/2013 7:59:15 PM

or vis postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

I advised the caller that he did not have to file a complaint wright away.
I emailed the caller the information.

Incident Details: The complaint concerns the officers at MCO. The caller states that one of the officers jerked his mother, (b)(6) out of the wheel chair and made her go through the machines after her sons had given the officer her pacemaker card and told the officer that his mother had a pacemaker and had to have a patdown. The officers insisted that (b)(6) had to go through the machines. His mother went through screening around 6:25pm through the JetBlue terminal. The caller states the female officer was very rude to his mother. The caller states they are going to take their mother to the doctor and make sure her pacemaker is not damaged. (b)(6) was wearing a Black dress with a Brown jacket. The caller wants to know if they have to file a complaint right away.

(b)(6)

Date: 5/20/13 Time through secuirty: 3:00 to 3:30 Checkpoint/area of airport: Terminal A

Flight 5868 United Air departing from Gate A7 at 5:01

5/23/2013 8:19:44 AM

As I went through the body scanner something showed up on my right chest area. The agent pointed it out to me and I tried to quietly explain to her I had a prosthesis that has a small weight in it. The women looked at me and said okay maam I have to feel under your breasts, I can do it here or take you to a room in private. I was completely caught off guard, felt like I had been slapped in the face and tears began to form in my eyes. I was thinking this could not really be happening. I guess I was not following orders well enough because eventually I was told by two or three agents in a very monotone, procedural voice things like...

"Maam can you get your things and come here"

"Maam no not there, come here"

"Maam it is not like we are going to make you take your clothes off"

And the worst of all was...

"Maam I underderstand but this is the procedure"

These agents DID NOT understand. I spent two years of hell dealing with breast cancer, surgery, chemo and radiation.

5/23/2013 8:20:47 AM

Feedback Type : Request for Information
Categories : TSA Pre?™ ; Screening (AIT, Patdown) Current Date/Time : 5/23/2013 7:29:41 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Screening: I am a trusted traveler and yet almost always get the SSSS on my AA ticket. I am a platinum member, fly frequently, and still get the additional screening. I would like my name removed from this secondary security screening selection. How does this happen? Or more importantly, how did I get on the list to begin with?

TSA Pre - There is no option for this program, yet I meet all the criteria. Please provide some additional information or explain why this program is not available to me. I have never broken a law, been arrested, etc., and yet I am treated like a criminal every time I fly.
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 had an extremely negative experience going through MDW on 5-16-13 at 9:00 or 9:30 AM, catching a 10:10 AM flight. She is 77 years old and was going through with her husband who was in a wheelchair. She went through the scanner and was told to raise her hands and she was standing around and she felt she had been there longer than the few seconds she had experienced in the past and they told her to raise her arms again, which she did and they were busy talking and she was told to exit. As she exited the machine she was told to wait, when she walked out of the machine she saw photos on her left side, a whole group of photos and the TSO told her they had to pat her down. They told her, Don t leave yet, we have to look at your picture, the photos were in vertical form similar to a filmstrip and individual pictures, approx. 5-6 photos. There were several agents looking at images and one of them told her to wait.

As she was having the patdown she objected and the agent stopped when she asked why they were doing the patdown? She has flown many times and been through the AIT and nothing has ever shown up and it has been 5 years since her surgery and nothing should have shown up.
Flight # 939 via SW, Gate # not available.
She said it made her very uncomfortable and very nervous and her husband is handicapped and she is a Colon Cancer survivor and she should have asked more questions.
Even thinks there may have been something that could have shown up she should know about and is nervous about going through this technology again.
She would go through again if she was explained what happened and she would like to know what the images were and if something showed up she would like to know.
The screening makes her feel comfortable and she doesn t mind that, but, thinks passengers should be told what is happening and provided more information. She said they could have been training agents or something and she is a former school teacher and thinks people should be told if they are training agents.
She states the images were posted on a wall as she exited the machine on her left, when she turned around it would have been on her right and then she said she was unsure if the images were on a wall or screen, but, she saw the images that appeared to be a filmstrip.

5/23/2013 11:11:16 AM

She would like to have reassurance she wasn t exposed to anything that could bring on another cancer.

Response:
Apologized to caller that she had a negative experience and explained information would be provided to the CSM at MDW for their review. Advised surveillance video may be available to for the CSM to review to see what took place with her screening.

All images generated by imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.
Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.
The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as "radiation." However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.

5/23/2013 12:47:22 PM

Caller said on 04-25-2013 at 11:50 pm he was sexually harassed by a male TSO at the DFW airport during a patdown. He was flying on Spirit airlines flight NK254. He said the male TSO grabbed his leg and squeezed very tight asking what is this? The caller responded to him that it was just his leg. Caller said the TSO was around 5 10 had gray hair and a gray mustache. Caller could not remember what gate or terminal he was going through.

Told caller that I will forward the complaint to the CSM at the DFW airport. Caller was flying from DFW to BOS. Caller stated that his phone number is the best way to contact him.
Caller asked if she opts out of the technology do they have the right to ask why she did not want to go through the AIT. Caller complained that she was given the 3rd degree over opting out. Caller said her doctor has told her the AIT is not safe. Caller said when she did a patdown, she had a tank top on and a blouse over the tank top, Caller was not wearing a bra. Caller asked to go in a private room and the TSO called to get another TSA employee. Caller said the TSO got mad at her because she asked her to call again to get her patdown because caller was worried about missing her plane. Caller said the TSO said she did not know why the other TSA employee did not come over to do the patdown and she could see the other TSA employee laughing and talking instead of coming over to do her patdown. Caller was asked to remove her blouse. Caller said she was embarrassed because she said she is fat and did not want to show her flabby arms in public. Caller said she was questioned as to why she chose to opt out of the AIT. Caller said the TSOs were both blonde and cute. Caller said they interrogated her about her reasons for wanting to opt out, caller said she started crying. Caller said the TSA employee told her she had not missed her plane that she had 10 minutes to catch her plane if she would hurry. Caller said when she got to the gate, the airplane left early. Caller was flying to NY to see a show her friend was in and this friend is a Broadway star. Caller said the tickets cost $400 and she did not get to see the show. Caller felt that TSA was too nosey, she is 5 feet tall, does not move fast and uses a cane and she is a little old lady. Caller feels they crossed the line with her. Caller does not have a computer and can only check her email from the library. Caller is requesting to be contacted by phone.

5/23/2013 1:37:28 PM

Airport Detroit Metro
Airline Spirit Airlines
Flight numbers
Date and time of incident 05 05 2013 5:30 am
Baggage tag number N A
Description of bag, color, style, size, brand N A
NOI with Writing ? N A
Terminal or Gate Does not remember - it may have been D16 or B16
Contact information Caller prefers to be contacted by phone

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

Caller is flying in a few week for the first time with her 10 yr old son. Son takes miralax. She wants to know if that will be a problem. She also has body piercing.

Indianapolis to Orlando on Southwest, probably on AirTrans.

Response:

5/23/2013 2:13:13 PM

-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.

-An individual will never be required to remove or show a body piercing. If, during the screening process, a body piercing results in an alarm of the Walk Through Metal Detector (WTMD) or an anomaly during Advanced Imaging Technology (AIT) screening, the Transportation Security Officer (TSO) will resolve the alarm or anomaly by conducting a patdown. In order to ensure security, patdown inspections may include sensitive areas of the body and TSOs are trained to maintain the highest levels of professionalism.

From: (b)(6)
Sent: Thursday, May 23, 2013 1:26 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 5/23/2013 1:26:01 PM

5/23/2013 4:07:27 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Complaint of agent

Comments:

I just finished undergoing the most invasive, rude, disrespectful encounter with one of your agents. After flying for over 40 years, rarely have I been treated so rudely. I am an RN, have worked in psych, I have done pat downs. I am traveling with an

The caller was traveling out of PDX on May 16 with Delta. When she went through the checkpoint, she went through the AIT and was bringing carry on luggage only. There was an anomaly and they had to rub something over her hand with a wand. She was then asked to go off to the side and was told that she would need to go into a different room for a patdown. She was told that there was explosive residue on her hands. She told them that the only thing on her hands was her Viva La Combe hand lotion.

She was taken into the room for the patdown with two female officers and she asked them to hurry with the patdown and to contact Delta about her flight because her flight was at 6:25 and the patdown was started at almost 6:00 pm. One of the officers told her that it would not take that long and she would not miss her flight. The lady who was doing the patdown, the caller described her as oriental woman, did not know the procedure well and had to look at the procedure illustrations on the wall to conduct the patdown. She found this frustrating because it took far longer and they would not contact Delta on her behalf. By the time she got to the flight they had just closed the gate.

She said they had to do ETD on her belongings. She said that they never reached into her jacket pocket to look at her hand lotion, though she kept pointing at it and telling them that the lotion in the pocket was the issue. They never looked in her jacket, and she ended up removing it her self after she was cleared and showing it to them. They let her keep it and told her that the glycerin in it can set off the machine. She stated that has seen nothing saying that there was nothing that stated glycerin set the machines off. She was upset that they never looked in her jacket because she could have had something dangerous in it.

She wants a copy of the report because she ended up missing her flight because of this, she had to get a hotel room with her husband, who had to drive back three hours, her husband lost a full day pay, and she lost a day of her vacation. She arrived at three o clock to allow time. She is frustrated because it was a hand lotion; she is frustrated because she kept pointing at the issue and they did not look at it. She spoke of possible contacting her local news crew because of her frustrations and the way the screening was done.

5/23/2013 4:36:03 PM

Flight information:
Airport: PDX
Airline: Delta
Flight: Does not have the old flight number because she was rerouted.
Date: 05-16-2013 departure was at 6:25 pm
Time: She had the patdown between 5:30 PM and 6:00 PM
Location: Terminal D

Advised caller:

Spoke to the security specialist about the lotion; they said that because the officers saw the lotion it was fine.

I will escalate this to the CSM for review of the complaint.

The caller did not have her flight number because the information she had was for her rerouted flight. She was going to contact us back with that information.
Caller has concerns regarding TSA at Midway. He was going through Lane 19 which was the Priority Lane and it was 4 times as slow as the other line. It took 10 minutes for 10-12 passengers to go through. He said that they were doing OJT which is what he heard the TSOs saying to each other. He opted out of the AIT and had to stand in a position that blocked the AIT. He waited 5 and a half minutes for a patdown. He asked to speak to a supervisor and was told there was no supervisor there. After a few minutes, STSO (b)(6) and TSO (b)(6) came to the checkpoint.

Caller asked (b)(6) why they are doing training on the Priority Line and not the other one. Caller asked (b)(6) why did he have to wait and why are they doing training. (b)(6) denied that any training was occurring. Caller told him that they were clearly doing OJT and that was the term the other TSOs were saying to each other. (b)(6) said, Are you telling me how I am running my station here?

Caller told (b)(6) he wanted to talk to a manager because this was clearly a higher decision than a supervisor could make. (b)(6) said, You don t get to talk to the Manager, you get to talk to me.

5/24/2013 9:10:01 AM

Caller asked if he could have his patdown now. The TSOs summoned the manager (b)(6) Caller asked him, Why is this taking so long? I stood here 5.5 minutes for a patdown. (b)(6) said they were doing training. Caller stated that (b)(6) said they were not doing training anywhere in the airport.

Caller stated that he has 5 million miles on airlines. He believes there are serious operational issues at Midway. He stated that the TSOs were very belligerent to him.

Airport: Midway
Airline: Delta
Flight Number: Not handuy
Date and Time: Today at checkpoint at 7:50am. Cleared it about 8:10am at Lane 19

I thanked the caller for letting us know the situation. I told him if he had further questions or concerns he could call back to let us know. I told him I would send this to the CSM at Midway. He wanted to know if (b)(6) was the CSM. I told the caller he was not. He said that the CSM would get a separate complaint, then. I told him I would send this up today.

From: (b)(6)
Sent: Friday, May 24, 2013 12:16 AM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP (b)(6)
Date Time: 5/24/2013 12:16:09 AM

5/24/2013 10:21:27 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Patdown vs. AIT

Comments:

My wife was supposed to fly tonight from LGA to CLE with our 17-month old daughter. We are not comfortable with the AIT scanners' health risks, and my wife asked to not use the AIT for both our daughter and herself (in case she is pregnant). The The caller stated that her father flew on flight number 241 from ORD to IAD on American Airlines. He was connecting on flight number 4064 from IAD to CKB on United Airlines. He was not on the flight from Dulles. The caller has spoken with ORD and is certain that he made the flight from ORD. She has been on the phone with various people and was advised by United Airlines to contact TSA. She know that he never made it to CKB because it was closed from 11pm to 3am. He was suppose to to land at 11:59pm. Her father s neighbor was suppose to pick him up and called the caller this morning at 5am stating that he was not at the airport.

The caller described that man as follows: He wears dress pants and a veteran baseball hat, he passes his boarding pass in his front pocket, 85 years old but looks 70, black dress shoes, and very clean cut and professional. He is in great health but had open heart surgery 7 months ago. He has a pace maker. She stated that he always gets a patdown when traveling.

She stated that there is no way he would have wondered off or be a missing person because his mental health is very sharp. She believes something is wrong. He only has with him two days of medications and if he is not found this could be detrimental to his health. She is requesting that TSA view the tapes and see if he made the flight in IAH because United Airlines stated that his boarding pass had been used but no one is certain that he was the one who used it. She is very upset and wants to know what to do.

5/24/2013 10:25:24 AM

Advised Caller:

After speaking with security I have be advised to inform you that you should contact local law enforcement.

Provided:

The CSM at IAD is:

Name: (b)(6)
Phone:

Caller stated that he flew out of the PHX airport and when going through the checkpoint in Terminal 4C he did not have a valid ID and only had a temp ID. He showed his Temp ID to (b)(6) (TSO) and the TSO stated that this was not a valid ID and demanded a valid ID from him. He told him that he needed to show a Valid ID but then saw that the caller had a bill fold with more credit cards inside. The TSO demanded to see those so the caller pulled out the credit cards. The TSO began to write down his numbers but then stated that this also was not sufficient and he would need something more. He put these away and the officer yelled at him because he was not done with the cards yet. The caller slid the wallet across at him and caller thinks it must have rubbed the officer the wrong way so the TSO told the passenger he was going to receive a patdown now. The supervisor (b)(6) was requested and he apologized over and over to the caller for the officer. The supervisor told him that he would have to call in to file a complaint and did not provide the caller with (b)(6) last name nor ID number.
He is also wanting to write a letter and have it permanently placed in (b)(6) personnel file.

5/24/2013 11:28:29 AM

23 May 2013 @ 11am
PHX - Terminal 4C
(b)(6) Older white male (50-60), glasses, balding hair
(b)(6) - Supervisor (b)(6)

CCR informed him that this information will be forwarded to the airport electronically and he can write his complaint into TSA HQ.

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

The answer I recieved from this e-mail was pretty much saying sorry maam we understand but it is the procedure, here is the procedure.

NOW PLEASE SEND ME A CONTACT NAME, NUMBER, E-MAIL, ADDRESS anything I can use to open up a conversation about security checks for people who have been through the tragedy of an illness or an accident.

Should these people be excluded from security checks absolutely not, should they be treated like a possible criminal with extra intrusive security absolutely not.

(b)(6)

5/24/2013 2:21:07 PM

From (b)(6)
To: TSA-ContactCenter@dhs.gov
Sent: Thursday, May 23, 2013 6:55:56 AM
Subject: Please Read and Respond - Incident at South Bend Airport

(b)(6)

Caller opened her suitcase after her trip home and she had documents inside and upon arrival her clothing was in a heap and her documents she had for her work were destroyed.
She said her TSA lock was also broken.

I asked if she saw her bag after clearing Customs or could it have been cut off in the foreign country who may not have been able to open the TSA lock.
She stated she did not look at her lock so it could have been.

She had a NOI. It did not have a time stamp on it.

She flew from Kigali to Amsterdam and entered the US at Detroit and boarded a flight to Louisville SDF.
She flew on Delta Flight #6027 from Detroit to Louisville, KY departing at 12:30 AM 5-24-13
Bag Tag (b)(6)
The bag is a black cloth large suitcase, Wenger brand.

5/24/2013 4:23:39 PM

She stated her documents cannot be replaced unless she goes to Kigali and gets them again, and she would have no guarantee they would arrive in the US undamaged.
She does not wish to file a claim.

Told her I am sorry she had that experience.

She stated she also feels persecuted because she is often patted down and it is because she has large breasts.
She stated it happened in the foreign country as well.
I started to say something and she said she is aware TSA is not in other countries.
She stated in Detroit she was wearing a bra and a knit shirt and knit pants so she does not understand why her large breasts caused a patdown.
She stated nothing on her should have caused a problem with the equipment.

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.

Todd her I will send over a copy of her complaint to the Customer Support Manager.

In typing up my notes I realized I did not read a date back to her so I called her back and confirmed the Detroit flight was today.
Disability Description: Caller had a knee replacement about 18 months ago. Caller is 75 years old.

Information Request: Caller does not want to have to have a patdown at all. Caller will not fly anymore because she doesn t want to have a patdown. Caller saw a patdown procedure being done on TV and does not want to have to go through one. Caller is almost in tears and very distressed and angry. Caller would like to know what ID is better: military ID, driver s license, or passport.Caller would like to know why people have to take their turbans off for screening. Caller feels that suspicious people are not screened as much as she is. Caller would also like to know why TSA does not do screening like Israeli airports that do background checks.

Response Details: The Transportation Security Administration s (TSA) Screening of Passengers by Observation Techniques (SPOT) is an additional layer of security using behavioral observation and analysis techniques to identify potentially high-risk individuals. BDOs are specially trained in the operational SPOT process to identify and screen travelers of interest.

Secure Flight is a program developed by the U.S. Department of Homeland Security (DHS) to provide uniform watch list matching by the Transportation Security Administration (TSA).

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.

5/24/2013 5:10:56 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.

The Transportation Security Administration s (TSA) identity verification policy requires all adult passengers (18 and older) to provide a valid Federal or State Government-issued photo identification (ID) for inspection before entering the security checkpoint. In addition, Transportation Security Officers (TSOs) always have the option of requesting a second form of ID. Military ID, driver s license, and passport are all acceptable.

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

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.
If you want a non-traveling companion to accompany you during the screening process they need only request a gate pass from the airline ticket counter.
Emailed information to caller.

Disability Description: Caller has lymphodema.

Information Request: She wants to know what she can do to make her experience better once she leaves SFO, because PHL was horrible for her.

She also has to fly in mid-June for surgery on her legs and wants to know if there is anything specific that she needs to do in regards to traveling internationally.

Response Details: I told her that I would get her flight information and get some assistance set up for her at the checkpoint there at SFO because her experience at PHL was unpleasant.

I also told her that due to her experience I would send her information to the CSM there at that airport as well.

I also told her that we have no information in regards to the screening procedures in foreign countries, but would send her some information and phone numbers for the Department of State and CBP to see if she can get information from them.

I told her that if she would like some assistance out of PHL when she leaves for Germany, to contact us back within 72 hours of her flight and we would set that up for her as well.

5/25/2013 12:42:57 PM

Email sent.

Incident Details: Caller stated that she called TSA Cares before her flight from PHL to SFO, and was told and confirmed on the website that if she had difficulty standing in line, that she could either go through the medical line, or could go through the front of the line. PHL told her no. If she was in a wheelchair that she could go through. They told her that they didn t care that she had called TSA and gotten that information, but they told her that they would let her go through just this once. One issue she also had was that she told them she couldn t go through the body scanner, and they told her that she had to wait for a female, and she waited for like 10 minutes. There was no where to sit down, and she was in an incredible amount of pain once the person who conducted the patdown arrived. They acted like they didn t care, said he d call someone again. When they finally got someone to do the patdown, she was excellent. They were both African-American who were rude to her. The female was small in stature, late 20 s-early 30s. The male was skinny and probably early 20s. The woman who conducted the patdown was also short in stature and probably early 30s. She was extremely nice.

Flight details below:
Terminal Gate: D11
Airline: United
Went through security: 2:30 p.m.
Departure Date: 5-24-13
Departure Time: 3:17 p.m. (delayed due to storms)
Airport: PHL
Flight #: UA447

5/25/2013 1:01:13 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Lost and Found Current Date/Time : 5/25/2013 11:13:56 AM Airport : BLI - Bellingham International Date/Time of Travel : 05/24/2013 6:00 PM Airline & Flight Number : AS2491 Checkpoint/Area of Airport : TSA area TSA Employee: (If Known) (b)(6) Comment : In the process of being pulled aside for extra screening (pat down), I was not allowed to retrieve my personal effects from 2 bins (one with a computer and the other with all my personal effects, 1 backpack and 1 carry on. As I was standing in the pat down area, my bag and backpack stopped at the end of the rollers and forced my 2 bins to jam up and flip the one with my personal effects onto the one with my computer. I was not allowed to go rectify the situation and it was left up to another passenger. Some of my personal items were left on the floor for a bit while another PASSENGER was left to deal with my goods. THIS IS TOTALLY UNACCEPTABLE! In the process of this happening, I discovered when I got to Seattle that my bluetooth headset had been forgotten or left on the floor or on the exit conveyor or taken by the passenger that attended to my goods in the flopped bin. What is your POLICY in regards to a travellers goods sitting on the exit run while said traveller is going through a pat down? I am not a happy traveler and will deal with this to the very top if need 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

The caller want stated that she is getting selected for additional on every flight. She stated that she has went through the Redress program and actually flew twice with no problems. She stated that she flew from SEA and was again selected. She wants to know if a under wire bra will cause an alarm in the machine that shows her naked. She wants to know why the TSO told her that she can pat down her breast in the public and send her through but if she requests a private screening she will have to have a full pat down. She wants to know an alarm on her chest would cause the TSOs to test her hands and clothes for bomb residue. She wants to know why even after applying for Redress and using her RCN that she is still getting additional screening. She stated that TSA ruins every trip that she takes. She wants to know why the web site does not say that requesting a private screening will result in such treatment. She stated that she has had people fill her up, put their hands in the pants, grope her, and harass her enough.

Advised Caller:

We do not have an itemized list of possible things that could set off alarms in the AIT.

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.

5/25/2013 6:38:56 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.

This request will be granted if the TSA screening supervisor believes that a physical inspection is sufficient to determine that the item does not conceal a prohibited item.

In addition, passengers at any time may request a private screening. For Example: This option is often exercised by passengers carrying jewelry or gold bars, so as not to alert other individuals about the presence of valuable property. During a private screening, another TSA employee will be present and the passenger may also be accompanied by a companion of his or her choosing. (Explained: the additional TSO and companion is for witness for the complete additional screening)

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

Because your complaint concerns the conduct of TSOs at a specific airport I can forward a copy of your letter to the Customer Support Manager (CSM) at that location.

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Disability Description: Caller s wife is 55 years old and is in a wheelchair.

Response Details: Advised that I understand his concern.

If you believe your wife 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 the complaint be put in writing unless her disability prevents her from doing so.

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

Advised this will be sent to the Disability Branch within TSA and more specifically to the Disability and Multicultural Branch, which is located at headquarters. This complaint will go to headquarters. It will be returned in letter form.

I advised caller that I would get the information e-mailed to him and he has 180 days to get this submitted.

5/26/2013 1:07:12 PM

Advised I understand his concern and if he is upset and feels a complaint needs to be filed against TSA and these particular agents, then he should.

Advised I don t know how he would contact DHS for a complaint such as this. I told him if I knew I would tell him, but I really don t know.

Sent e-mail.

Incident Details: He says that today at approximately 12:30 p.m. they went through the checkpoint at JAX. He says that the agent groped his wife. He says the female officer put her hands all over his wife s body as other people were going by in their wheelchairs. He says that the patdown she received was not the same that others received. He says that they have flown from ATL, LAX, and New York and no one else does it this way. He says that they groped his wife. He says that the agent called out the bump on her back, which he says is from her deformed spine. The supervisor told her it was alright. He told the agent this was not right and requested a supervisor. He says the supervisor had red hair. He says the supervisor saw nothing wrong with the patdown that was done. They kept telling them that they were doing this by the book. He requested the supervisor s supervisor. He says that the supervisor went off and came back with a woman in street clothes who claimed to be over everything there. She gave him a comment card to fill out and it had our number on it. He says there are 22 levels of employment there. He says this happened once before several years ago, but it was an inexperienced agent. He wants his complaint to go some where. He says he doesn t just want it to go away. He wants to know if there is any way to get above TSA to DHS. He says there is only one checkpoint and they went through the wheelchair line that is beside the gate. He says they are in about 20 violations right now. He says that none of the employees would give their names. He says that the woman who claimed to be over all of it that gave him the card would not provide her name or address. He says the complaint is regarding disability discrimination. Caller says they live in Atlanta and were just visiting Jacksonville.

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5/26/2013 5:02:58 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/26/2013 4:19:48 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 05/26/2013 8:00 AM Airline & Flight Number : united 580 Checkpoint/Area of Airport : united maybe 2?
TSA Employee: (If Known) (b)(6) (sp?) Comment : After being in the scanner, Since I was wearing a tank top with a design on the front which is metallic, I signaled somebody and was told to assume the position on the public display mat for a pat down. I was wearing a tank top (snugfit) with BARE arms, but the "officer" felt my arms first, as insane as it sounds, then said she was going to feel around my breasts....I offered to show her there was nothing hidden down there although you could see with my tight shirt, but she said she couldn't look. She could invasively feel though and with her rubber gloves on she proceed to vigorously go over under around and ACROSS my breasts totally moving my tops around so that my bra partly showed anyway. She then decided to examine my long straight hair that was laying flat against my head with her disgusting powdered gloves. Well my hair was clean when I started the trip and heaven knows what she was looking for that the scanner wouldn't have seen, but since I dared to question her a couple of times I believe she was deliberately giving me a hard time. She then sent me for a hand swab and I wasn't even told what they put on me chemical wise....what if I had an allergy?? This screening process is so disappointing to me...as my dangerous hair was being examined, my husband walked through with a case with 3 metal nail clippers and a metal tweezer. I think I could damage someone with those, but certainly not with my hair. I have a coast guard friend who once told me that the TSA pat down is very unprofessional and done wrong. What can we expect though when you take a bunch of people, pay them minimum wage and tell them they have all kinds of authority over people, something they not only aren't prepared to have responsibly, but then aren't trained very long to exercise. Anyone who is ignorant enough to think that the process I went through made them safer while others walk through with metal objects they could use as weapons needs to have their head examined. If these situations are not addressed and these types of people weeded out, there will eventually be a lot of Americans flying less and less.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 5/26/2013 5:01:18 PM

5/26/2013 6:10:40 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):This was at the Atlanta airport on 5/24, my flight came in at 4:30 from Grand Cayman on Delta. This incident was at approximately 5:15-5:30 at security after customs and immigration.
Comments:I was not sure which category to put this complaint under, but was very upset at the absolute rudeness of more than one TSA employee. I am 25 weeks pregnant, and visibly pregnant. The two employees manning the line, were very friendly and professional. As we were funneled closer to the security line we ended up in a line with just scanner and no metal detector. I couldn't get anyone's attention to opt out of the scanner. My husband was in front of me and as he went through the scanner told the 3 people on the other end that I was opting out due to be being pregnant. They just stared at me and said that there was nothing they could do. I told them I was not going through the scanner and they replied that I was holding up the line. I said can I walk through the scanner while it is off and then have a pat down? She said "NO!" and then "you need to go to the back of the line and go through another line". At this point we had been waiting for 30 minutes and I told her I needed to sit down and that I was 25 weeks pregnant, she repeated that there is nothing she can do. All of my belongings and shoes at this point were through the machine and out of my sight (thank goodness my husband was there). So, I go to the next line and try to just go up to the metal detector to go through. I was stopped by a male TSA employee who said "what are you doing, go to the back of the line" I told him what was happening and he said, "where are your belongings?" I told him they were on the other side of the machine with my husband, to which he replied "you can't do that!" So, I walked away and up to the metal detector and told them I was opting for a pat down. I was told them by the female in this line (one line over) that I held up the line, and where were my things, my things needed to be with me. The female TSA employee came over and led me to the pat down. She asked if any areas were hurt or were sensitive, and I replied that I was pregnant. Her reply was a large eye roll and "Ma'am I did not ask you to state the obvious." She then asked me where my things were and I pointed to my husband 10 feet away. Then she said that my things needed to be with me. I get it, but you wouldn't let me be with my things!! After the pat down I asked her if that is how we treat people who are pregnant in this country, and she replied, "I just do my job". I could not believe the lack of respect, but not one, but 4-4-5 TSA employees. I left feeling sick, and tired as I did not have the energy with being pregnant to deal with this kind of nonsense behavior.

The caller receives pat downs regularly. She mentioned alarms going off.

She traveled to Europe from FLL on 4 26. She had no earrings, belt, or watch. She indicated that she was scanned with the wand and received a patdown. She indicated that a female TSO indicated that she had to physically inspect her bag as well.

In Toronto while going through security an agent obtained her ticket and wrote SSSS with a marker. The caller looked on her ticket and noticed SSSS printed on a boarding pass as well.

She indicated that she is almost 65.

She flew from Copenhagen and Germany the following day. A lady (she believes that the lady was with security. She wasn t a stewardess) came on the plane in Germany and asked to see her passport. The lady indicated that her passport wasn t scanned.

She indicated that she cannot obtain a boarding pass online. It must be obtained at the airline ticket counter even though the money for reservation has been taken from her account.

The caller indicated that she thought that the SSSS was temporary.

5/27/2013 11:56:05 AM

She indicated that she obtained the gist of applying for Redress via the IVR.

She indicated that she would like to get to the bottom of this. She indicated that her husband is becoming frustrated with waiting on her.

She asked if DHS would share her information with foreign governments.

I advised that she does have a recourse in applying for Redress. The 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. Examples of travel difficulties may include:
• situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
• difficulty printing a boarding pass at home or at the kiosk.

Participation in the program is voluntary. She can apply online or complete and submit redress forms. I confirmed that the website address is www.dhs.gov TRIP.

Once she applies, DHS will share her information with appropriate federal agencies in hopes of resolving incorrect or misidentification issues.

She will receive a RCN once she applies. She will receive this almost instantaneously if she applies online and should provide this to the airline when reservations are made.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/27/2013 5:20:08 PM Airport : BNA - Nashville International Date/Time of Travel : 05/26/2013 3:05 PM Airline & Flight Number : Southwest Airlines Flight #1943 Checkpoint/Area of Airport : Main Checkpoint Area in between Concourse A/B and C TSA Employee: (If Known) :
Comment : I was instructed to use AIT during the screening process. After an alarm was initiated, I was asked if anything was in my pocket. I flipped the pocket inside out and said "No, it's probably this button on the pocket, my pockets are empty." I was told that the area would be patted down and before I had the chance to opt out, the agent patted down the area. I was then told I had to undergo even further screening. Before the process started (and again, it was happening quick as I was not told what was going on until I was instructed to "stick out my hands" I said "private please". I was told "we are just going to swab your hands". I again, said "private". The agent looked confused and went to get a supervisor, who said, we are just going to swab your hands, there is no need for private. I again said, "I want it in private or I want a supervisor" My stuff was collected by another agent and 3 agents escorted me to a room, one blocked the door but kept it open, another stayed in the room, and the third began to perform the procedure. I pulled my hands away and only then did the agent shut the door. After it was completed, the agent told me "We'll put your stuff back in your suitcase". I immediately said "I'll handle my own stuff unless you have further need to inspect it thanks".

I would like to know:

5/27/2013 6:12:30 PM

1)Why I was not given the OPPORTUNITY to be screened in private to resolve the AIT alarm (it was MMW technology with ATD software)

2)Why it was so difficult to be screened in private when I was told I would need further screening. It is my understanding that I have that right and the agents are supposed to be trained for private enhanced screening.

3)Why when I voluntarily agree to AIT, private screening options are made more complicated, more time consuming, more invasive, and more hostile by the agents.

4) Why your agents feel it is OK to repack my belongings in my suitcase after the screening agent has said the belongings have no issue. Your agent picked up a $2500.00 laptop without my permission to repack it in my suitcase, as he was saying "we'll repack your belongings" and I am NOT ok with this.

The lack of sensitivity, concern for my privacy, and desire to grab my belongings and repack them is a complete joke. I don't care if the intentions were to help me, once the screening process is done and my belongings have been "returned" to me, your agents have no right to touch them unless it is for additional screening. Your agents had humiliated me enough by touching me in public, forcing me to walk barefoot to the screening room after my shoes had been cleared, the last thing a humiliated, embarrassed, and frightened passenger wants is for his belongings to be handled by the same people who just did those things to him.

Lets make this clear, I have no issue with being screened, and no issue with being patted down in the area that set off the alarm, the whole issue here is the lack of a chance to be screened in private immediately after the AIT alarm, the fight I had to put up for the additional screening to be in private, not being allowed to wear my security-cleared footwear to the screening room, the additional hostile treatment because I wanted it in private, and the desire to continue to handle my belongings outside of the standard screening procedure (post patdown, post x-ray machine, post hand swab).

A response on how this issue will be addressed is expected.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 5/27/2013 6:40:58 PM

5/27/2013 7:04:21 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Good afternoon,
Today at Logan airport my bag was selected for secondary screening. I asked the officer if I could remain with my bag and she refused. She twice took my bag and its contents out of my vision. I complained and was told that control of my bag did not require my being able to see what was happening at all times. I strongly disagree. My bag is my responsibility and to remove it from my direct vision can not be a TSA authorized event.
To complicate matters, the TSA officer who flagged the bag, left her post and traded with another officer to inspect the bag despite having a plethora of other officers to complete the bag check. As often as I travel, I can not remember the officer on the X-ray screen personally conducting a secondary screen.
I respect the task that security officers must do to protect our airlines, but do not believe that in conducting their jobs they should ever be allowed to take our bags out of our vision.
Comments:See above

Caller flew from St. Louis to ATL to Sarasota on 5-23, second trip in a row she has lost or lost, wrecked or broken her TSA lock. In April the lock was damaged.so bad she had to get a bolt cutter to cut it off. She thinks they opened and failed to place the lock back on, but, there wasn t a NOI inside her bag
She asked security who provided her comment card.
Delta, Flight #1179, Gate # B 4 or 10?, Taggage Tag (b)(6)
Flying frequently and always get stopped because of metal in body, always gets a patdown, inconvenience and holds up the line and can t view her items during the patdown. Could she get on the expedited screening list.

Response:
Apologized to caller and provided claim form via email.
We are responsible for checked luggage from the time it is presented for screening until the time it has been cleared of screening. Once baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination.
You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response.

5/28/2013 8:05:04 AM

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

There are two primary ways to be considered eligible for TSA Pre\u2713™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.
For more information, including enrollment, please visit http: www.globalentry.gov
Random selection only, not a guarantee for precheck, guarantee for GE when reentering the US from international flight.
May not have to remvoe shoes, jacket, computer from bag, etc., if an alarm sounds or an anomaly shows up may still have to have a patdown.

Caller is a Global Entry member and is registered for TSA Precheck and has used it before. Then he was denied 4 out of 5 trips. He said he was denied twice then selected than denied twice. He knows it is random but he said he is denied more than selected but also said he used to receive it all the time. He mentioned receiving it at Hobby and via Southwest a year ago but corrected himself later. He asked why he can't go through the metal detector. When he asks they direct him around it.
He flies via United from Newark, Delta from Cincinnati, and American from DFW.
He also asked what I mean by an appropriate flight and why he can not use all the participating airlines from any particpating airport if he is in the system.

I told the caller that the screening technology is optional and he cannot request the metal detector in place of the AIT or a Patdown.

I also told him that TSA Precheck is a random process and there are no statistics. This is to keep terrorists from gaming the system. I told him to go to his frequent flier profile and verify that his name, birth date, and member pass id match his Global Entry card exactly.

5/28/2013 9:09:09 AM

I told him to verify that his information is correct and try again and if he is continually not selected, then to call us back with his flight information within 3 days of flying from a participating airport on a participating airline and we can send this to the appropriate office for review.

TSA is expanding the TSA Precheck initiative to the Nation's busiest airports and will announce additional participating airlines and airports once operationally ready. The location chart can be viewed at www.tsa.gov.
Southwest and Hobby do not particpate at this time. You must be flying on an airline that particpates at the participating airport.

In addition, participants who have opted in for TSA Precheck will not know in advance if they have been selected for expedited screening. If TSA determines a passenger is eligible for expedited screening for a particular flight, information is embedded in the barcode of the passenger's boarding pass. TSA reads the barcode at the checkpoint and the passenger may be referred to a lane where they will undergo expedited screening.

Disability Description: Caller said that he is having a knee surgery and he is in a brace.

Information Request: Caller wanted to know what to expect at screening.

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

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

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

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

5/28/2013 11:04:57 AM

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

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
A passenger may ask for a chair if he or she needs to sit down.
The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

Caller ask if he can take the brace off and send it through screening

Advised caller that he would be permitted to do that.

Emailed caller information.

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 5/28/2013 9:46:37 AM Airport : MHT - Manchester Date/Time of Travel : 05/27/2013 9:40 AM Airline & Flight Number : Us Airways Flight 3287 Checkpoint/Area of Airport : screening TSA Employee: (If Known) (b)(6) supervisor Comment : I was traveling with my son on return from my daughter's high school graduation.My son and I went through the screening and I was informed that I could not bring in two unopened containers of yogurt.The agent however screened them and than passed them through but informed me that I had two choices,I could toss them or I could exit and consume them and than return back through screening.I elected to exit and than returned back through screening.I was miffed because it seemed that I should have been told that my only real option was to toss or consume them prior to entering the screening process.The first TSA agent made it sound like I would be able to do something else.I returned through the screening area and the first agent despite seeing her exact same marks on my boarding pass studied it intently like it was the first time she had seen it.I understand that even though I was seated off to the side of the screening area consuming the yogurt, I could have snuck down and retuned quickly with some small implement hidden on my body that could do harm.I had no bags because I left them with my family.I refused to go through the total body scan because I felt that I had just gone through one not less than 30 minutes prior I would limit my exposure to ionizing radiation.The agent explained I would require a total pat down and I did not object.I was asked why I refused the screening and I explained.I was miffed by the inconvenience of losing the right to bring unopened yogurt containers but I understood the reasoning.I did not feel inclined to small talk and when the agent tried to engage me in worthless small talk I declined.This is a small airport and they had all seen me throughout the initial process.I understand the vigilance (b)(6) inserted himself into the whole process in a most aggressive manner.He asked why I refused the screening and seem contented with my answer but then was bothered by my attitude.He came over a second time and said"What is your problem?" I declined to engage him in much conversation and he was fuming.He decided to take my boarding pass and hold it.He did nothing except stand off to the side.I was very early so I knew he could not hold it long enough so that I would miss my flight.This seemed to be a demonstration of his power.I believe that supervisors should be much better trained to handle the different passenger reactions and I never did anything to endanger anyone.I never cursed nor did I make a remark about carrying any bombs or firearms.I made no comments about the process.He eventually returned my boarding pass and I said I was glad his actions were making it safer for my me to fly.I informed him that my decision to fly did not mean I would be abrogate my rights as a citizen to object or express myself.I informed him that I would be writing a complaint and he came over and responded"I am the supervisor and you can bitch about me all you want."The profanity and choice of words were totally unnecessary.I complied with all of their requests and did not refuse screening.If a traveler refuses the total body scan than the pat down should be proffered with out any judgement or presupposition on the part of the TSA screeners.Many people may varying reasons to object to the scan and I thought this was why the pat down was offered.There was a wheelchair attendant who witnessed the whole process and she believed (b)(6) (b)(6) was inappropriate. I hope (b)(6) receives more intensive training in how to provide customer service and how to respond to customers.He should know that his power should not be exercised injudiciously.His parting comments were"If I make a mistake and miss something than you would probably be one of the first to complain."He does not understand his job because if he makes a mistake I will not complain I will be dead because the plane was taken down.If he means to imply that I would complain because I might be on a different flight that was not taken down than he is admitting that I am not a terrorist and he has wasted his time and may have missed the suspect who came after me that he should have studied more intently.

5/28/2013 12:03:30 PM

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

Caller stated she flew from Michigan (PLN) to Virginia and when she was pulled aside for a patdown, her bag was left unattended and alot of jewelry was missing, no noi.

Response: gave caller Airport code PLN.

I advised the caller we regret that you were not satisfied with the manner in which luggage was handled.

5/28/2013 2:43:55 PM

To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

If a TSO needs to open and search a checked bag, the TSO will place an NOI inside the bag to alert the passenger that his or her bag was searched by TSA. The presence of an NOI only indicates that a passenger's baggage was searched and does not necessarily mean that an item was removed. Additionally, the lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

You can contact the customer service manager at that airport by
calling 866-289-9673
choose option 5
enter the airport code
gives you csm name and number

The caller stated that he will be flying from Dallas to FL. He has a colostomy and wants to know what to do for screening.

Advised Caller:

5/28/2013 5:04:04 PM

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

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

We do not require medical documentation.

Caller is an assistant U.S. attorney who is unhappy she received a patdown on her flight out of RSW on Monday. Caller flew AirTran airways, but is unable to provide me with a flight number. She underwent AIT screening and wants to know why she received a pat-down. Caller wants to know why specifically she was selected for a pat-down, including her breasts.

Resolution:

5/29/2013 10:03:50 AM

Advised caller that passengers can receive secondary screening for a number of reasons, including alarm resolution or random patdowns. Advised caller I am unable to provide specifics of why she was selected for secondary screening, but would be happy to forward her complaint to the RSW CSM for review. Caller did not have specific flight information, so I was unable to forward her complaint. Advised caller to contact us back when she has her flight information and I would be happy to forward her complaint to the CSM.

The caller flew through OAK the day before yesterday. He stated that his laptop went through screening and fell off the conveyor belt. He stated that they gave him a customer comment card to file a claim with a link that does not work. He stated that the link on the card is claims.tsa.dhs.gov. He was told that there would be a report available on the incident and he would need to reference the report with her name with the flight number. He stated that he had a patdown so he could not get to the laptop until it was complete. He stated that they took pictures of the laptop at the checkpoint. He stated that the computer does turn on. He stated that he is going to the apple store for diagnostics to see if anything is damaged internally.

He stated that there were witnesses at the checkpoint for the incident. He asked how they will even know when he went through the checkpoint.

He stated that the agents last name was (b)(6) She was a short young Asian women and very nice and reassuring. He stated that a older man with a tan also reassured him.

I apologized to the caller for the incident and explained that he can file a claim for the damages. The forms can be sent via email within 24 hours of this response. He would need to complete and return the forms in accordance with the instruction to file the claim. I explained that I am not sure what report she was referencing at the checkpoint, however I can forward this information to the CSM at OAK for review, so that they can be aware of the incident. I explained that we have means of verification for incidents at the checkpoint.

5/29/2013 10:11:33 AM

The callers flight details are as followed, with item description:

Departing Airport: OAK
Destination: LAX
Airline: Southwest
Flight Number: 2361 @ 6:00
Terminal: 2
Gate: 26
Date and Time: 05-27-2013 @ 4:30 pm
Description of the item: Imac laptop, silver in a bin alone. He stated that he was told that his suitcase pushed the bin off the conveyor belt.

Caller said on Monday, 05.27.13, she was flying out of RSW on AirTran flight #698. She went through screening at around 3:00pm at Gate B8 (she s not positive of the gate number) for her 4:20pm flight. She s a small woman with small breasts and was wearing light summer clothes. She was not wearing any underwear when she went through the AIT. After the AIT she was pulled aside for a pat down. The TSO conducting the pat down was very professional and used the backs of her hands however the passenger was confused as to why she had to have the pat down. She said there was nothing that could have appeared as an anomaly on the AIT and there s no way she could hide anything in or around her small breasts. She s a former state prosecutor and currently works in the civil division so she knows there was no probable cause for her pat down. She did have two large containers of yogurt in her bag which caused her bag to be subject to additional screening but she doesn t understand why she was subject to additional screening. The TSO s were professional and nice she just doesn t understand the reason for the pat down.

5/29/2013 10:24:51 AM

I apologized for her negative experience and advised her when secondary screening is needed it will be conducted. I, unfortunately, cannot tell her why she was subject to a pat down but if an anomaly does appear on the AIT she will receive secondary screening. Also, there are exceptions to certain guidelines for different reasons. If a passenger has an exemption to a guideline, such as medically necessary items exceeding 3.4 oz, the passenger may also be subject to secondary screening.

Based on her complaint and the guidelines I have it appears her secondary screening was conducted the way it should have been. However, she specifically asked if I was going to do anything with her complaint so I advised her I could escalate it to a CSM for review if she would like. I m sending to a CSM at her request.

I recently took a trip to Las Vegas, departing from Louisville, KY. They full body scanner in Louisville did not show any anomalies. The security scan on my return trip showed up an area in my shoulder and I was taken for a pat-down. This is easily explained by screws in my shoulder as a result of surgery several years ago. Also very interesting is that it showed only one shoulder while I have screws in both shoulders.

5/29/2013 12:10:31 PM

But I do think that both machines should have picked it up. Maybe your calibration standards need to be improved. I was wearing the exact same clothing on each trip.

(b)(6)

From: (b)(6)
Sent: Wednesday, May 29, 2013 9:19 AM
To: TSAExternalCompliance
Subject: Complaint from Dulles Airport

To Whom it May Concern,

Attached is a complaint for an incident that occurred at Dulles Airport on 05/18/2013.

5/29/2013
12:11:00
PM

(b)(6)

Attachment

Caller asked for permission to record the call.

Placed him on hold.

I came back on the line and advised him we are recording the call so he may record it.

I asked for his last name but he said he wanted mine first.

Told him we do not give our last names but I can give him my number. I provided my First Name and Employee #.

He still would not provide his personal information.

5/29/2013 12:41:57 PM

He stated he is calling about his screening he had the other day.
He looked at the website and his wife was recording the screening but she was asked to stop.
They had a police officer come over and he told them they should just let it go or the Officers will screw with him until he misses his flight.

He wants to know if he can get a recording of it since it is TSA policy to allow recording and his wife was not bothering anyone.
She was recording his patdown.
He was at Orlando International Monday 5-27-13 around 10:30 AM AirTran Gate 103.

He stated he also felt the patdown was excessive.
He also wanted to complaint that they took a copy of his ID.
He is concerned about being on a no fly list now.

Told him we could never confirm or deny anyone is on a no fly list as that is guarded and sensitive information.

Told him we are finished unless he can provide his personal information.
He gave me his personal information but said just be honest does anyone care.

Told him TSA cares anytime a traveler is unhappy. I will send over his complaint.

He asked if someone will call him or contact him.

5/29/2013 6:07:39 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 5/29/2013 5:01:53 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 05/09/2013 6:45 AM Airline & Flight Number : Delta Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My friend and I were waiting on line to go through the body scanners, at other airports it seems more random, with some people going through the metal detectors and some through the body scanner, but here at that time everyone was being ushered through the body scanners. I saw a sign saying I could opt out, so I requested to opt out. The TSA agent (a male) seemed very annoyed by my request and a woman TSA agent near by stated something about how I would have to "wait a very long time" and they encouraged me to just go through the body scanner. I politely declined. At this point my friend had already gone through and was waiting for me on the other side, after a couple of minutes a women TSA agent (not the same one that encouraged me not to opt out) proceeded with the pat down, she was very polite and professional. I then boarded my plane and arrived safely in my destination. I was just offended that I felt my right to opt out was being frowned upon, I was treated like an annoyance and was frankly kind of embarrassed for making a decision I SHOULD be allowed to make. Thank you for your time.
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 will fly from West Palm Beach to NY Monday 06-03-13.
She stated she normally flys from FLL so she is not at all familiar with that airport.
She stated she is 90 years old and has 2 knee replacements and an insert in her back.
She wants to take advantage of our services.

I asked if she is needing help getting to the checkpoint.

She sated she is not.
She stated screening is horrible because they feel her all over because of her legs.
She stated her knees make a noise and she is only 4 ft 8 inches and looks like a little person.

Told her we will talk about her metal implants.
Because her joints set off the metal detectors she needs to let the Officer know about them and we may be able to resolve her screening with the AIT Machine.

5/30/2013 11:11:46 AM

She stated she cannot use it because her implant is something like a pacemaker except on another part of her body.

I explained the patdown is all that is left since she cannot do the metal detector or the AIT machine, and we must screen her in order to clear her to fly.
All passengers must be screened.

She stated everyone else goes on through right away if they do not make a noise but because of her knees she gets a patdown.

Told her normally if a passenger does not set off the machine they go on through but sometimes we do random patdowns so other passengers may receive one as well.

She ask why we must pat her down.

Told her we must make sure she does not have anything concealed and to clear her screening.

She stated the Officers told her they were looking for explosives. She does not know where we think she would hide them.

She said an article she read indicated we could help old people or partially disabled.

Told her we do help by providing information on what to expect at the checkpoint and other things but I cannot promise her she will not receive a patdown.
Caller stated he had an embarrassing experience at the TSA check point. He states he entered the check point emptying his things, then he was getting a patdown and the TSO touched something and yelled at the caller what is that, a cross? The caller said no it is my hearing aid meter, and the TSO yelled take it off it has to be screened. Caller stated then the TSO continued the patdown really hard, turning caller around until the callers pants fell to his knees. Caller stated he had kleenex and money in his hands and the TSO yelled pull up your pants, caller said he stated I cant my hands are full, he said the TSO took the stuff out of his hands and allowed him to pull up his pants. Caller stated I am 81 yrs old and I did not deserve to be treated like a criminal.

Advised: I apologized, and told caller I would take his information and send his complaint to the CSM at the Airport.

Airport: PHL

5/30/2013 1:36:43 PM

Airline: U.S. Airways

Flight#: 3246

Date: May 30, 2003

Time: 11:25 am

Gate: C21

Terminal: C21

Email (b)(6)

I wish to file a formal complaint against a TSA agent who treated me rudely and disrespectfully as I was going through security at the St. Louis Airport (STL) the morning of Monday, May 27, 2013, at approximately 8:45-9:00 am.

The agent who checked photo-IDs against names on Boarding Passes called her supervisor over to question him about my ID. While I have never had a problem my Texas Driver's license shows my name as hyphenated (b)(6) whereas I ordered the tickets in my married name which is Evans. The boarding pass did show my middle initial as "L" so I suppose for most agents this has been acceptable.

However, the agent who came to look at my identification was immediately rude and hostile toward me. He asked me if I had another form of Photo Identification. I said I did not. He took my boarding pass and asked me to step to the side. His manner was threatening and disrespectful. He was talking down to me as if I was a child. I was getting nervous about my flight at this point and his manner made me uncertain as to whether or not I would be permitted to board my flight. He again asked me if I had any other identification. I volunteered to show him all of my credit cards. The only other document I had with my Photo ID was a Costco card and that was not sufficient. He repeated that I had to go through additional screening because I did not have my primary form of ID with me. I replied that my Texas Dri

At the time I was talking to him off to the side he asked me if i was going to make trouble for him. That in and of itself was insulting. I am a 49 year old professional woman, not a belligerent teenager. He said "well we are going to need to conduct additional security". He did not explain to me what this entailed. By his demeanor I was assuming he meant that I would be taken into a room for questioning. He repeated that I had to go through additional screening because I did not have my primary form of ID with me. I replied that my Texas Driver License was my primary form of ID. He said "no it isn't, if it doesn't match your boarding pass, it's not your primary form of ID". I replied that I fly frequently and have never ever had a problem. He said "well that doesn't mean it's right". He held my boarding pass and said "go on down there". I looked at him confused. I did not know what he meant. He said "the line, the line get into the last one with the shortest line". At that point I understood that he wished for me to pass through the Xray as all of the others were doing.

5/30/2013 2:11:57 PM

He was very loud and he humiliated me. He called loudly "This one needs additional security". He was treating me like a criminal, I did not know if I was going to get strip searched or interrogated or what. He frightened me, and made me feel shame in front of the other travelers. He made a big deal of being loud and pointing me out to the other agents, as well as the other passengers, "This one, This young lady right here". At this point I was quite nervous and needless to say embarrassed. I am a 49 year old woman being talked down to like a delinquent teenager.

Once I passed through the Xray machine, a very professional young woman approached me and explained step by step what we needed to do next. From that point on I was in good hands. I received a full body pat down and chemical testing of all of my belongings. She was very very respectful and took her time, using a gentle tone. She explained every thing that she was doing and made sure I understood before she proceeded.

I of course did not wish to have the fully body pat down, but since she treated me respectfully I knew that she was just doing her job. My complaint is not that I was selected for additional screening, but the manner in which the agent spoke to me. I wonder why the agent who humiliated me could not have conducted himself in such a manner as the woman who patted me down? He frightened me unnecessarily and humiliated me in front of everyone. I feel that his treatment toward me was abusive and unnecessary. I would have appreciated that he use the same respectful tone as the woman who patted me down instead of treating me like a criminal. I would have appreciated that he in a gentle tone explain to me step by step what the procedures were going to be so that I did not have to fear being strip searched or interrogated. This is truly what i expected based on his treatment toward me.

I went to wait for my flight and grew more and more anxious and upset. I finally decided that I needed to speak to someone about his behavior. At this point I was shaking with humiliation. I returned to security and the supervisor (b)(6) came to meet me. She too was very, very professional. She listened to my complaint and agreed that no TSA officer should treat me as that agent did. She told me his name which I believe was (b)(6) or (b)(6) I could not remember before I had the chance to note it down. I pointed him out to her and she assured me that he would be talked to. I did not have time to sit down and file a formal written report, as my plane was boarding soon. I gave her my card and thanked her for her

Caller had traveled from NY, LaGuardia to Denver. At Denver during screening, she says at LaGuarida she uses the old xray, Denver has the newer machines. Her husband had a pacemaker and was able to use the AIT. She was wearing some necklaces. She was told because of the necklaces she had to get extra screening, she got a patdown. She is upset she had to get the additonal screening and did not have to do this before.

Told caller
We recommend all personal items to be removed, things like a belt, wallets and jewelry.
The officers can make a judgement call per passenger. I told her if there was an alarm during screening the officers would have to give a patdown to clear any alarm. If the officer felt comfortable enough to allow her go through with out a patdown to clear any alarm then that would be left up to that officer.

5/30/2013 3:53:07 PM

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

They will clear any alarm during the screening.
They do offer a private screening when there was an alarm of a sentive part of the body.
We try to make it as safe as possible to travel.
I told her if she wanted me to I would note my call as a complaint for her.

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

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Remote Client IP: (b)(6)
Date Time: 5/30/2013 2:27:56 PM

5/30/2013 4:09:09 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight # 2175 from VPS airport on 5/29/13 (2:35pm) Gate B2.
Comments:I am a 63 yr old female who was visiting my daughter in Ft Walton Beach. I was traveling with my 7lb dog. I went through the checkpoint and was told to step aside to get my hands checked?? The guard swiped both palms with a round piece of paper and placed the paper in a computer. He then told me my hands tested positive for explosives and I would have to go in to a private screening room. I did as I was told and met 2 female guards in said room. One of them went through my hand bag while the other patted me down, leaving no body areas out. I was horrified!!! I didn't say anything to them as I was already a nervous wreck and just wanted to get home to Raleigh, NC. I think it is a shame that this is what our country has been reduced to. I realize precautions are very necessary but so is common sense! Any idiot could look at me and tell I was no threat. I saw plenty of passengers that I would have been suspicious of but they went through with no problem. Target real threats for Gods sake, not little old ladies who pose no threats whatsoever!!!! I'm appalled. (b)(6) BTW, ironically my daughters husband was also just returning from Afghanistan and has served in the USAF for 25 years keeping these idiots violating me safe!!!!

From: (b)(6)
Sent: Thursday, May 30, 2013 1:49 PM
To: TSA-ContactCenter@dhs.gov; TSAExternalCompliance@dhs.gov
Subject: Complaint at St. Louis Airport

I wish to file a formal complaint against a TSA agent who treated me rudely and disrespectfully as I was going through security at the St. Louis Airport (STL) the morning of Monday, May 27, 2013, at approximately 8:45-9:00 am.

5/30/2013 4:09:34 PM

The agent who checked photo-IDs against names on Boarding Passes called her supervisor over to question him about my ID. While I have never had a problem my Texas Driver's license shows my name as hyphenated "(b)(6) whereas I ordered the tickets in my married name which is Evans. The boarding pass did show my middle initial as "L" so I suppose for most agents this has been acceptable.

However, the agent who came to look at my identification was immediately rude and hostile toward me. He asked me if I had another form of Photo Identification. I said I did not. He took my boarding pass and asked me to step to the side. His manner was threatening and disrespectful. He was talking down to me as if I was a child. I was getting nervous about my flight at this point and his manner made me uncertain as to whether or not I would be permitted to board my flight. He again asked me if I had any other identification. I volunteered to show him all of my credit cards. The only other document I had with my Photo ID was a Costco card and that was not sufficient. He repeated that I had to go through additional screening because I did not have my primary form of ID with me. I replied that my Texas Dri

At the time I was talking to him off to the side he asked me if I was going to make trouble for him. That in and of itself was insulting. I am a 49 year old professional woman, not a belligerent teenager. He said "well we are going to need to conduct additional security". He did not explain to me what this entailed. By his demeanor I was assuming he meant that I would be taken into a room for questioning. He repeated that I had to go through additional screening because I did not have my primary form of ID with me. I replied that my Texas Driver License was my primary form of ID. He said "no it isn't, if it doesn't match your boarding pass, it's not your primary form of ID". I replied that I fly frequently and have never ever had a problem. He said "well that doesn't mean it's right". He held my boarding pass and said "go on down there". I looked at him confused. I did not know what he meant. He said "the line, the line get into the last one with the shortest line". At that point I understood that he wished for me to pass through the Xray as all of the others were doing.

5/30/2013 7:56:25 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Other Current Date/Time : 5/30/2013 6:23:26 PM Airport : EWR - Newark International Date/Time of Travel : 05/26/2013 12:45 PM Airline & Flight Number : UA97 to UA518 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :
Comment : While waiting to go through security, we encountered horrible customer service from a young male TSA agent at Newark. He was barking commands, and refused to assist in moving bags down the conveyor belt even though the line was backing up and individuals couldn't stand by their bags if they wanted to wait in line. The worst incident occurred when he joked to another passing (female) employee, that if any travelers wanted to avoid going through the full body scanner, they would have to get a full pat-down, especially the sensitive areas. He said this several times, placing emphasis on "sensitive areas," and laughed. This is disgusting, but I felt I could not do anything since I've often encountered TSA agents who like to throw their power around, and I certainly wouldn't want to jeopardize catching my flight. I see it as a complete invasion of my privacy to be scanned, and an unlawful search without a warrant, but I'd rather go through it than to be groped and sexually harassed by one of the poorly trained and incompetent employees of the Newark TSA.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/30/2013 7:56:25 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Other Current Date/Time : 5/30/2013 6:23:26 PM Airport : EWR - Newark International Date/Time of Travel : 05/26/2013 12:45 PM Airline & Flight Number : UA97 to UA518 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :
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Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/30/2013 7:56:25 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Other Current Date/Time : 5/30/2013 6:23:26 PM Airport : EWR - Newark International Date/Time of Travel : 05/26/2013 12:45 PM Airline & Flight Number : UA97 to UA518 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :
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Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/31/2013 8:17:50 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 5/31/2013 7:10:33 AM Airport : PBI - West Palm Beach International Date/Time of Travel : 05/31/2013 6:45 AM Airline & Flight Number : AA 493 Checkpoint/Area of Airport : C TSA Employee: (If Known) (b)(6) Comment : Pulling down pants during 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

Dear TSA Contact Center,
Is this the normal treatment that you receive for complaints? I have NEVER heard another word back from DTW. Just fell into a black hole..... negative marketing for sure. (b)(6)

Dear Mike,
This is very interesting. You got word of my complaint and asked for details. I immediately wrote back to you with the answers you requested. Weeks later and not a word from you.....???? (b)(6)

----- Original Message -----
From: (b)(6)
To: (b)(6)
Sent: Tuesday, April 23, 2013 9:09 AM
Subject: Fw: EID (b)(6)

5/31/2013 10:00:06 AM

----- Original Message -----
From: Estigoy, Mike
To: (b)(6) TSA-ContactCenter@dhs.gov
Cc: Jarvie, Keith ; Estigoy, Mike
Sent: Tuesday, April 23, 2013 7:46 AM
Subject: RE: EID: (b)(6)

Dear (b)(6)

I am investigating your travel through the security checkpoint earlier this week. I am the Customer Service Manager for TSA and will look into your concerns. Please provide the following information for incident follow-up;

Caller stated he has a complaint but does not want it sent to CSM. He states he just wants tsa to know the process did not have to go that far. He stated the officers Badge# (b)(6) @ JFK but he don't think the officer was rude just did not have to go as far as he did.

5/31/2013 12:36:24 PM

Caller stated he is a Turkish Airline pilot and flew into JFK airport. Stated he was going through the checkpoint as a regular passenger. He states he showed his Turkish Airline Id which does not have an expiration date, and requested to be screened with the metal detector, not the AIT machine. He states the officer told him because his Id don't have a expiration date, he will have to have a patdown. Caller stated to TSO he didn't want a patdown, Caller states he was told to put on his Pilot shirt and then he was allowed to go through the metal detector.

Advised: I will document call, offered to send his complaint to CSM at JFK but he said no.
We are traveling from Houston to San Diego today. TSA officer told us that we are only allow to take two sprout packages. Sprout is 4 oz solid food in a pack that is manufacturer sealed. She told us that if we want to take all five then she need to do a pat down and search both bags. She did that and then told us actually we can only take two packages because it is 3 hour flight. She told us that only way for us to take all five is if she opens the packages. She did that and we took the baby food for our 1 year old baby. Can you tell us where we could have found a policy that lead this person to make all of above claims? I could not find it on your website

5/31/2013 2:03:35 PM

Sincerely
(b)(6)

Sent from my iPhone

The caller is at PHL and during the screening, she stated that the TSO did not change her gloves and touched her hair and face. She talked to the supervisor. The caller is very upset because she only had a rubber band. She wants to know why she must ask for them to change gloves every time that they touch her face or hair. She wants to know if there is an online form that she can complete to file a complaint, or someone that she can talk to.

Response:

5/31/2013 5:31:02 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.

Response:
I told the caller that she can go on TSA's website and file a complaint, I can forward the complaint for her, or she can call the CSM directly:
Name: (b)(6)
Phone:

Caller is a frequent flyer. He states that he and his wife were at MCO, but missed their flight due to the screening there. He is a physician specializing in delivering very underweight babies. Caller states that he and his wife are over 50 and opt for a patdown to avoid radiation. He says that his wife was screened by a lady TSO who took her back and screened her for 45 minutes and asked her inappropriate questions. Caller states that he knocked politely at the door to let his wife know that he would wait for her at the plane, but the TSO closed the door in his face and would not let him tell her anything. Caller states that a very nice and helpful supervisor named (b)(6) told him the name of the female TSO, (b)(6) gave him this number, and also gave him his business card and said that he would assist him to get through tomorrow. Caller says that the supervisor also suggested that he consider applying for TSA Precheck.

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 information to the appropriate Customer Service Manager.

5/31/2013 9:11:27 PM Flight information:
Flight Path: Orlando to Washington DC
Flight date time: 5 31 5:51 pm
Flight #: 226
Airline: JetBlue
Airport: MCO
Gate Terminal: 9
Email: (b)(6)

Today (b)(6) aged 84, and a premier gold with United Airlines, departed Denver aboard a UA 3:04 flight from Denver to Tucson after being hospitalized at University Hospital in Denver, CO following a fall while exiting at LH flight from Frankfurt, Germany on May 25.

(b)(6) was wheelchair bound. When she went through security in Denver (at approximately 12:45 PM) she was patted down. There was nothing suspicious.

Her oxygen tank (for which she had a prescription and a hospital rental agreement) was put through the scanner and tested "positive." That descriptor – "positive" – was never explained in spite of repeated inquires. As a result of that oxygen tank test, (b)(6) was subjected to a more thorough and invasive pat down. The TSA agent did everything TWICE which meant that (b)(6) was subjected to unnecessary discomfort, delay and embarrassment.

5/31/2013 9:17:29 PM

I would like to know why.

The TSA is frequently accused of misdirected efforts and I truly believe that this was that sort of event (which was witnessed, obviously, by hundreds of travelers who wondered, as I did, why the need to harass this elderly woman).

Why was the traveler subjected to an additional extraordinary search because of a machine? Seems to me your efforts (at least those of the Denver TSA) would have been better directed toward the machine!

I would very much appreciate the courtesy of a reply.

(b)(6)

Sir,

On 5/31/13 at RSW (sw regional,fl) I went through the security screening gate at (d) gate at 600am.

I am disabled and have a service dog. When I approached the screening TSA agent I asked him what I should do to get through the security gate, He seemed very unsure of himself and what to do. He was an older white male ,tall, with a white mustache and gray hair.

He did not know TSA search policy on service dogs.

He told me to take all the restraints off the dog and have the dog walk through the metal detector in a very busy screening area. I knew he was violating TSA policy and I tried to explain this to him that I can't remove the collar,lease. I requested a Manuel pat down, anything other than doing this,He refused and ordered me to release my dog there by separating her from me entirely without control or restraint. I reluctenaly complied, He was lucky she is well disclipened and did not sprint through security. All the screening of me and my dog was done with the dog separate from me, . Again, I was required to be separated and all restraints ,collars, harness to be

6/1/2013 9:08:40 AM

Your agent put me,the owner of this dog,as well as the security of the airport in danger.I could have been held civilly responsible if my dog got scared and bit a person and or another dog that was in the area, Serious traing is need there.

(b)(6)

(b)(6)

Naples, Fl. 34114

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/1/2013 3:40:45 PM
Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 05/31/2013 6:45 AM Airline & Flight Number : Delta 9233 Checkpoint/Area of Airport : security checkin TSA Employee: (If Known) :
Comment : I was doing a day trip for business from SFO to SEA. Somehow I got this SSSS status, and got fully patted down on my flight from SFO to SEA. No big deal. On my way back though, I didn't get a pat down, so I happily wen through security, only to be stopped by airline at the boarding area, and was forced to go back to security again, which caused me to miss my flight and was strangled at the airport for 2.5 more hours. The TSA supervisor admitted it was a mistake on TSA for letting me thru without patting down in the first place, but said he could do nothing. He suggested me to write to TSA to remove myself from SSSS, so here I am. Gladly I didn't have a connecting flight, otherwise it would be a total disaster.

My questions are:

6/1/2013 5:21:43 PM

1. How do I get off this list? I understand the algo to identify SSSS is classified, but is there a way I can provide voluntary information to get myself cleared? I'm a permanent resident in the US, and really can't see why I'm associated with high risk terrorist group, so if there is anything I can do to get myself off the list that would be great.

2. Searching from internet, it seems this actually happens quite often, with people missing flights every single instance. I understand TSA employee work under great stress, so I don't blame them for missing some SSSS, but is there anything I should look for next time to make sure this doesn't happen again? In this case, I actually did tell the guy doing the screening that I'm SSSS, but he just let me through normal screening, so I guess it should be ok. What can I do to prevent this from happening again?

Thanks a lot!
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

Good Morning

Here I am again. I should not have to do this to report on one of your officer? at O'Hare Airport from Friday the 31st of May. I was travelling for a family trip to New York LaGuardia and I can understand that you are short staffed because of budget cuts, but I cannot understand a couple of things so please inform me. Why when we have to go through a body scan where we as passengers do not know the level of radiation that goes through our bodies, why do we have to be subjected to a pat down. I wear the standard jewelry necklace worn on the outside of my blouse and no underwire bra and was stopped for a pat down. Why???// And Why when I explain to your TSA Officer? that I am skittish about the patdown because of previous TSA people taking the opportunities to subject me and others to indiginities of a free extra pat in personal areas do they feel the need to make fun of me? What I have experienced I feel is people that have power issues and have to screen people so closely and invasively. When I did object and told a supervisior the female supervisor disappeared and was left standing there.
When I asked what they saw they would not tell me. Timely response is not in the makeup of these people and so I relented and let your officer with gloves that had been worn from one passenger to another , and she found nothing..... I sat down to put on my shoes and she proceeded to discuss me with other passengers and her fellow agents . My daughter told her she showed a lack of professionalism, extreme... and she argued with my daughter and dismissed her with a hand that she is over it , that was four passengers again. Attitude is everything and this woman has a terrible power complex. We went further to another supervisor that took down a report and he reported her name is bumpers.....

He let is slip that this has happened before. Ok, how are we to trust that this unprofessionalism and rude behaviour and also un necessary pat downs won't continue.

6/2/2013 11:29:12 AM

This makes a pleasant flight to a family birthday very unhappy . I would be interested to know how you rectify this because we feel like cattle hurded into pens. Now you may not care at all about this but I have emailed and called before. What can you do to guarantee that your people are decent to passengers without the unauthorized un warranted pat downs?

I was tempted to ask my client who works for the TSA this question but it is appropriate that this is asked at the head. In my business, I am a Real Estate Broker and everyone is treated with respect, I would expect at least this from your people

Thank You

(b)(6)

Sent from my iPad

Caller has a complaint about FLL. Caller states that his wife is 6 months pregnant and her doctor told her not to go through the xray. He says that she requested the WTMD, but the TSO refused and did a patdown instead.

Advised caller:
We regret that you were not satisfied with the service you received.

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

6/2/2013 4:11:16 PM

Flight information:
Flight Path: FLL to BOS
Flight date time: 6 2 6:30 (delayed from 5:30)
Flight #: 976
Airline: JetBlue
Airport: FLL
Gate Terminal: F9
On behalf of: (b)(6)
Email: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 6/2/2013 2:49:10 PM

6/2/2013 5:28:20 PM

Name: (b)(6) American Airlines
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American Airlines flight 266, PHLI-KLAX, June 1, 2013
Comments:The steel arch supports in my flight boots cause a magnetometer alarm every flight. I notify the screener to expect that as I pass. Thereafter I request a private screening. On the day in question employee (b)(6) conducted the intial pat down which he stated would be "standard." I politely corrected him that I'd receive a "modified" pat down in front of supervisor/observer (b)(6) It was conducted. Thereafter (b)(6) left to "check his gloves." He told (b)(6) his gloves had alarmed. They both disappeared. (b)(6) returned stating, "I need some ID information." "I'll conduct a resolution pat down" he continued, putting on gloves. It's important to understand that I undergo this procedure on every flight and I've NEVER had a screener return stating his examination gloves alarmed. I don't believe they did yesterday, and following (b)(6) resolution pat down, I told him so.
I'd very much appreciate and expect a follow-up investigation and report on this incident, to include tangible confirmation of an alarm on the initial screener's (b)(6) gloves. I believe these employees crossed a line for personal reasons and wrongly believe airline crews work for them. It's the other way around. Finally, it's my belief there are plenty personnel milling about to assign one to Known Crewmember (KCM) responsibilities, like has been accomplished at PHNL.
Thank you for your attention.
Sincerely,
(b)(6)
CA American Airlines, LAX

6/3/2013 8:03:25 AM

To whom it may concern,

I understand that you are continuing to take comments on airport scanners.
I find it curious that with available information about radiation and full body scanners, Europe had made a decision not to employ something injurious to the health of their citizens while in America we plunge ahead without regard. A reflection of this truth is the fact that those who work in airports/airlines are extremely concerned about radiation exposure. I opt all the time for a pat-down in light of this information. I would suggest that this is not the way to go with airport security measures.

Sincerely,
(b)(6)

To whom this may concern–

I am writing to express a complaint against TSA agent (b)(6) who was working in the international terminal at Hartsfield-Jackson Airport in Atlanta yesterday, 2 June 2013.

Yesterday, I flew on Delta flight 80 from ATL to BRU. Before going through security at the international gate, my passport and boarding pass were checked by TSA agent (b)(6) at the international terminal in Atlanta some time around 3pm. Below is a transcript of our exchange:

TSA Agent (b)(6) "So are you going to enjoy Belgian beers while you are in Brussels?"

me: "Yes, and also the chocolates."

Agent (b)(6) "Well, you better drink a lot of beer now because in 10 or 20 years they're going to have Shari'ah law over there, and you won't be able to get any alcohol."

6/3/2013 9:59:10 AM me: "Yeah..." as I walked slowly away

While this comment was not directly offensive to me, I found it wholly inappropriate, hostile, and inflammatory. There was absolutely no reason for Agent (b)(6) to voluntarily express his viewpoints to me. There was no indication that Agent (b)(6) was expressing a joke, and even if he had been joking, such a joke is hardly funny. The Mexican man whose ID was screened by Agent (b)(6) just after me walked away from Agent (b)(6) with a similarly shocked look on his face. While I do not know what was said between them, it seemed as if Agent (b)(6) had made similarly inflammatory comments to this man as well.

I am, once again, extremely disappointed in the lack of cultural sensitivity and politeness displayed by TSA agents. As an American citizen who travels internationally multiple times each year, I am repeatedly shocked by the lack of professionalism displayed by TSA agents, who represent the face of the US government to international travelers.

This interaction with TSA Agent (b)(6) trumps the other uncomfortable interactions I have had with TSA and CBP agents (one of whom referred to me as 'fat' in what was, once again, an unneeded expression of his opinions). Immediately after leaving this uncomfortable interaction with Agent (b)(6) I queued up for the security screening. When I told the TSA agent standing there (whose name I don't know) that I preferred a pat down rather than going through the millimeter-wave scanner, he barked back "I don't care." Again, this agent's rude response, though typical for the TSA staff in Atlanta, is disappointing and unusual compared to the always polite TSA agents I encounter in San Francisco.

I would be happy to answer further questions regarding my interaction with Agent (b)(6) because I am deeply disappointed by the lack of professionalism that seems to run rampant among TSA staff, particularly in Atlanta.

Kind regards,
(b)(6)

MY Question is same clothing We are checkef in Laguardia no trouble more courtedy No pat downs Why when this the same equipmrnt. Something wtong with Chicsgo ewuipmrnt or people?

6/3/2013 9:59:15 AM (b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/3/2013 9:07:38 AM Airport : TPA - Tampa International Date/Time of Travel : 06/03/2013 8:00 AM Airline & Flight Number : SWA Checkpoint/Area of Airport : SWA gate. C gates TSA Employee: (If Known) (b)(6) and (b) a supervisor Comment : Traveling with my family today business select. Family consists of me, wife, 13 yo daughter and 11yo twins. The TSA agent at the screener allowed me and my twins to go through the normal metal detector. The agent then separated my wife and daughter and insisted they either submit to the full body scanner or a body pat down. I objected as I do not want the images or the extra radiation. (I am aware of TSA's position that the scans are safe. I am also aware of the argents to the contrary,). The agent stated that of my wife and 13 yo daughter had immediately followed us, instead of being 10-15 seconds behind us, they would have been allowed to use the regular metal detector. Joss lee was called and also insisted the pat down of my child was necessary. After much back and forth he allowed my daughter to walk through but insisted my wife submit to full body screen or a pat down. The supervisor (joe?) was zero help and took a hostile approach. He stated I needed to educate myself and if I was so concerned not let my daughter use a cell phone. I am used to the lack of customer relations and the inflated sense of authority that many agents possess. Today was a new low. I am disgusted with TSA and the continued disrespect they show the traveling public. To insist a 13 yo girl be subjected to a pat down by a stranger is unfathomable. Furthermore, after allowing my daughter to walk through, having my wife patted down was a pun stove measure. You should have more pride and professionalism in your ranks. Simply disgusting and a new low for TSA. Unbelievable.
6/3/2013 9:59:28 AM
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

How can she file a public comment on the use of backscatter machines, read in the paper there is a comment period which is ending soon and she isn t comfortable with the machines.
She has a 13 year old girl who she doesn t want to go through the X-ray.
She is in HI.

Response:
6/3/2013 11:31:31 AM
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

Advised caller the AIT is voluntary and she has the right to opt-out and would be required to have a patdown to complete her screening experience.
2 Hrs prior to flight if domestic, 3 for international.

Explained to caller there will be 2 TSOs present if requied to have a patdown and she can have someone present with her.
The caller stated that she flew from Seattle on May 31st and had the worst experience that she has ever had. She provided me with the following information regarding her experience:

She has two metal knees and told the officer that she would set off the metal detector. Instead of having her go through the AIT, he sent her through the metal detector anyway. When it set the alarm off, she had to wait 10 minutes for a female officer to become available to pat her down. When she finally received the patdown, she stated that all of the officers equipment was not working properly and it took 12 minutes to receive the patdown. She was already running late and informed the officers of this. She ended up missing her flight and was very upset. She spoke with a supervisor at the checkpoint, but she was not satisfied with the response she received. She stated that the checkpoint was short-staffed and that they should have had more than one female officer working. She also mentioned that she has heart palpitations and this did not help her condition. The caller does not have an email address.

6/3/2013 1:34:55 PM
Airport: Seattle
Airline: Southwest
Flight #: 3742
Went through security on May 31st around 3:00 p.m.
Gate C

Advised caller:
I will forward her complaint to the CSM at that specific location.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 6/3/2013 11:54:13 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):Billings Logan International Airport, main checkpoint
Comments:I flew out of Billings airport 6/2/13. When I got to TSA, that agent at the podium was rude when I was trying to deal with my toddler and didn't realize I was next in line.
When I got to the actual screening, the agent at the beginning told me I might have to get a pat down or have those 3 containers of fluids tested because of the size (they were food for my 1-year-old) & I told her I was fine with that. She was the only agent there that was kind and polite to me. The male TSA agent at the end of the screening line told me I had too much food for the length of my trip. I have a problem with that, as he does not know how much my son eats, and I, being pregnant have to eat as often as my son does. Also, my trip was going to be a MINIMUM of 8 hours from my departure from BIL to my arrival to my final destination, and I cannot afford airport food, nor can my son's food sensitivities tolerate it.
After this, instead of the 3 containers being tested like I was told, two very rude TSA agents tested EVERY food and liquid in my bag whether it was sealed or not, & whether over size or not. They emptied my bags COMPLETELY, and did not put things back where they found them, including my ticket and boarding pass. They would not let me hold my toddler while waiting to be patted down, would not let me put him in the stroller "because it hadn't been screened yet," and yet got upset at me, because he ended up wandering around. This whole pat down & hand-check process took over 45 minutes, and I almost missed my flight before even leaving TSA. The pat down itself was not done according to protocol: after telling me how it was supposed to be done, the lady did not use the backs of her hands for "sensitive areas." My son and I both felt traumatized by the whole experience, and I have NEVER had that feeling going through TSA in my whole life. I have been flying for almost 30 years, and have been in and out of Billings over a dozen times. To top it off, when I got to my gate, I almost could not get on my flight, because the agents doing my screening did not put my ticket and ID back where they got it, and I could not find it. Being 17 weeks pregnant, I do not need the kind of stress these agents put me through.

6/3/2013 2:08:43 PM

6/3/2013 2:09:26 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/3/2013 12:41:24 PM Airport : MCO - Orlando International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am against use of millimeter wave scanning technology and the required full body pat down when you 'opt out'. Also, you do not provide timely screening for persons who opt out as I have to wait for long periods of time until a female screener is found. If I additionally desire a private screening, then I have to wait a very long time and there is no urgency to try to serve me as a traveling passenger. You treat those who opt out as second class citizens. I travel for business quite often and go through this in every airport that has millimeter wave scanners, not just MCO.
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

6/3/2013 2:09:29 PM

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box)
Current Date/Time : 6/3/2013 12:37:01 PM Airport : MCO - Orlando International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am against use of active millimeter wave technology and full body pat downs.
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 had a bad experience at FLL. She wants to know what her rights are because she is pregnant. She said that she does not want to go through screening technology. She opted out of the AIT and asked for the WTMD. She had to have a patdown and even was made to pee when the TSO s hand made contact with her crotch area. She had told her that her breasts are tender but she pushed on them anyway and even pushed on her stomach so hard she moved it. She had asked her to lift her shirt and pull her pants down 6 inches to see where her pants met her shirt. She asked for a supervisor who was not cooperative either. He told her that she had to have a patdown because she declined the AIT scanner. She did this because she is pregnant and had been allowed to use the WTMD at both Boston and Chicago Midway with no issue. He made her start completley from the beginning again and this is when she started crying. The TSO did offer a private screening but she declined it because they would not let her husband go with her even though he is military and has an id. After the screening she was hyperventilating and noone even cared.
She was going through the JetBlue terminal F8 on June 2nd at 3:30 pm.

6/3/2013 2:32:33 PM

I apologized to the caller and told her 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.

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.

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.

I told her that passengers can opt out of the screening machines but would have to have a thorough patdown. The screening machines are optional and signs are posted of this right.
I told her that passengers cannot ask for the WTMD in place of the AIT or patdown.
Passengers can request a private screening at any time and be accompanied by someone of their own choosing.

Hello,

I just returned home in San Diego, CA from my father's funeral in our home town of Alton, Ill and flying out of St. Louis International Airport for my return flight. I put some memoirs of the funeral, including an American flag that was used to cover the coffin of my father because he wanted a military style funeral in a checked piece of luggage with a few other things, expecting it would be treated with some respect by the TSA employees, even if they saw it as just an American Flag. I returned home and as I was unpacking everything, much to my chagrin I discovered the flag had been completely unfolded and then not even folded back up in the correct manner due the respect of the flag of our great country.

6/3/2013 5:07:20 PM

I do understand the need for security in this day and age we are now in, but why unravel the flag? The baggage went threw an X-ray examination and obviously they saw there was nothing hidden inside the flag at that time. And even a careful visual inspection of the open bag and a pat down of the flag could have been done without unfurling it if they had any sense? My main purpose of this email is just to call this to your attention so someone else does not have this happen to them. Hopefully some guidelines could be made up to cover this type of situation.

Thank You

(b)(6)

Hello

6/3/2013 5:07:45 PM

I arrived in Palm Beach International Airport June 3rd at 2:00 pm for Delta flight number 1174 headed to LGA i came up to security and refused the machine so i was given the pat down the man who gave me the pat down was a real ass it was as if i had done something wrong for asking nicely not to go through the machine which i have the right to refuse the man was really rude and made me feel very uncomfortable as i walked away he starts talking about me that i was shaking when he was touching me and this is wrong i feel violated by this man and i want compensation for my dramatic traumatizing experience this ugly man caused me
P.S i have the mans picture if you would like to see this ugly man
you can reach me at (b)(6)

(b)(6)

Dear Sirs:

I object to the intrusive and potentially dangerous body scanning that is used in screening passengers who fly.

The United States operates one of the most intrusive passenger screening systems in the world. Yet I am concerned about the health and effectiveness of the body scanners.

As a 68 year old grandmother, I fly perhaps 12 times a year, I have always opt-ed out of the body scanners, having survived breast cancer and being aware of the dangers of too much radiation. Not only do I find the pat-downs annoying, I feel they are unnecessary. Last month I had to wait 50 minutes to get to the head of the security line in BWI, and then another 20 minutes for a female assistant to pat me down. I nearly missed my flight (the flight itself was only 1 hour).
I watched adults with children go through the metal detector instead of the body scanner. Why not grandmothers?

Since TSA is thinking of deciding to make body scanners the primary screening technique in US airports, I wonder if we would really benefit from this. Israel questions all passengers, and has staff trained to spot potential terrorists. Why can't the US do the same?
Body scanners are expensive, especially for their use in small airports. Terrorists, even if deterred from using airplanes to kill people, will devise other plans, as did the Boston Marathon bombers, the Oklahoma building bombing, the Newtown school massacre, etc.

6/3/2013 5:08:35 PM

Please consider my comments when deciding your policies.

Sincerely,

(b)(6)

Orleans, MA 02653
(b)(6)

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 6/3/2013 5:08:10 PM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I had the patdown and was had my hands swabbed at SanJuan Luiz airport. I asked the security what she was using and what for 2 times. I didnt get an answer. I have eczema and am concerned what was used to swab. I feel I should of been asked about allergies first! What was used?
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

6/3/2013 6:11:35 PM

This is to inform you that we are vehemently against the scanning machines that emit radiation - no matter what the radiation dose!

If necessary, we will submit to body pat downs -it that is the only alternative you can come up with.

6/3/2013 8:19:06 PM

(b)(6)

West Orange, NJ 07052

6/3/2013 8:20:04 PM

Feedback Type : Complaint
Categories : Lost and Found; Screening
Current Date/Time : 6/3/2013 6:31:38 PM
Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 05/31/2013 5:30 PM Airline & Flight Number : Frontier 6:55 flight to Denver Checkpoint/Area of Airport : Gate 32 TSA Employee: (If Known) :
Comment : I am a senior citizen who was traveling with a friend to Denver. I was selected for extra screening, which in & of itself is no big deal. After the body scan they directed me to stand on the footprints to do the pat down. My carry-on luggage was diverted by TSA agents to be gone through. In between the luggage x-ray machine & the hand screening my roll of jewelry was removed. At no time was my luggage out of control of the TSA agents. It is my belief that a team of 2 agents identified that there was jewelry & where it was located (in my zippered c-pap bag), what recourse do I have? Can I file a claim? Have other things gone missing while these particular agents were on duty? Will this be seriously be investigated? These pieces are precious to me! Please reply.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/4/2013 8:22:39 AM

Feedback Type : Complaint
Categories : Missing or Damaged Items in Checked Luggage; Screening Current Date/Time : 6/3/2013 10:25:16 PM Airport : CHS - Charleston International Airport Date/Time of Travel : 06/03/2013 10:00 AM Airline & Flight Number : united6171 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : When unpacking our checked baggage we found the baggage inspection notice and also noticed that several pieces of our clothing (one suit jacket, two pair of jeans, two pairs of shorts, pajamas, two sweaters) were wet. Why were our clothes wet when none of our liquid items were damaged?
Also, after passing through your screening device, I was told that I was randomly selected for further screening. Then I was told that my purse had been alerted on, and I then was subjected to a complete pat down including my crotch, my breasts and the inner waistband of my jeans. My luggage was completely searched, including my undergarments. I do not recall them opening my purse and evaluating the contents which included a checkbook, a coin holder, my eyeglasses, a necklace, a pen and kleenex. My purse is 7.5" by 8.5" and I do not know the cause of the alert, but i feel that i was meeting a quota for a complete pat down and that I had not alerted anything. While this was happening to me, my husband who has two artificial hips was also being completely patted down. However, another passenger had her luggage opened because they saw a plastic water bottle and she told the security agent that she forgot that she placed it in the suitcase and no further screening of any kind was done on that passenger. How was she allowed to continue on with no screening and I was completely patted down? I felt very violated and nothing was found because there was nothing to find. I feel that i did not warrant such a search and that if my purse was a concern then a thorough evaluation of my purse should have been done and not the complete pat down that i was subjected to.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/4/2013 9:34:40 AM

Caller said she is a realtor and came through security on Friday. Caller has a problem with TSA using the same gloves for doing a patdown on everyone. Caller said the TSO asked for permission to touch her. Caller said the TSO had a bad attitude. Caller flew from Chicago to NY. Caller said the TSO refused to tell her what the problem was and where it was located. Caller said a female supervisor came over to her after she requested this. Caller complained about the female TSO being rude and pushy. Caller said the TSO was overheard talking about the caller with other co-workers and other passengers. Caller said this TSO put out her hand up to stop her from talking when she complained about the TSO talking about her. Caller complained about TSOs coping a feel. Caller said the only thing she had on was a necklace that belonged to her mom. Caller expressed concern her complaint will not be taken seriously. Caller expressed concern about having to do repeated screenings by the AIT. Caller complained about the gloves being used on several passengers.

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.
I advised the caller that the complaint has already been sent to the CSM. I told the caller that TSOs that are the subject of repeated complaints can be fired.

I advised the caller she can request to opt out of the AIT, but if she does, she will have to undergo a patdown. I told the caller she can request a private screening at any time and that should be offered if they pat down a sensitive area. I told her if she request a private screening, there would be another TSO present and she has the right to have someone in the room with her too.

I advised the caller she can write
John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1
Arlington, VA 20598

I advised the caller that she has the right to request they change their gloves.

Caller flew on US Airways yesterday she has a NOI in her bag. Nothing was missing or damaged. She is concerned about whether or not the TSOs use gloves during the inspection and if they change them after each bag inspection. She is concerned that her clean clothes and personal items were contaminated. She is upset that she will have to rewash all of her clean clothes because TSOs are not required to change their gloves after each bag inspection.

6/4/2013 9:45:10 AM

Advised caller:

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.

Disability Description: The caller is in a wheelchair and she wears a tens unit.

Information Request: The caller said she flew from Newark to Denver on 5 28 2013 at 11:00am on United Airlines flight#1497Y from gate# C85 leaving at 12:12pm. The caller was flying with another lady. The caller said they both went through the checkpoint at 9:45am. The caller said she cannot go through the AIT and she has to under-go a pat-down when she fly s. The caller said she was in a wheelchair and she had an attendant pushing her wheelchair and pulling a walker. The caller said she was wearing a thermocare pad and she had a tens unit on. The caller said she held the tens unit in her hand. The caller said the TSO that gave her a patdown was confused when she saw the tens unit. The caller said the female TSO stuck her hands down her slacks to see where the thermocare wrap was at. The caller said the TSO then ran her hand underneath her breast s and grabbed ahold of her bra. The caller said the officer touched her back causing her pain. The caller said the TSA told her to go to another room an disrobe but a supervisor told the passenger she could go through the checkpoint. The caller said her friend was carring her carry-on bag for her. The caller said the TSO did not put a NOI in her carry-on bag after he inspected the bag. The caller said the officers removed some LGA s that was in her carry-on bag. The caller said some of the LGA s were over 3.4 ounces. The caller said the officer left some items in her carry-on bag that were over 3.4 ounces. The caller wanted to know why the officers would only take some of the items.

I told the caller I would forward the information to the CSM for further review. I told the caller if any items are over 3.4 ounces they are not permitted in carry-on baggage. I told the caller the screened does have the final say as to what items are permitted in carry-on baggage. I told the caller we want to see if there are certain screeners or screener teams that are subject to repeated complaints. The caller also wanted to provide her husband s e-mail address (b)(6)

6/4/2013 12:06:23 PM

Incident Details: Information Request: The caller said she flew from Newark to Denver on 5 28 2013 at 11:00am on United Airlines flight#1497Y from gate# C85 leaving at 12:12pm. The caller was flying with another lady. The caller said they both went through the checkpoint at 9:45am. The caller said she cannot go through the AIT and she has to under-go a pat-down when she fly s. The caller said she was in a wheelchair and she had an attendant pushing her wheelchair and pulling a walker. The caller said she was wearing a thermocare pad and she had a tens unit on. The caller said she held the tens unit in her hand. The caller said the TSO that gave her a patdown was confused when she saw the tens unit. The caller said the female TSO stuck her hands down her slacks to see where the thermocare wrap was at. The caller said the TSO then ran her hand underneath her breast s and grabbed a hold of her bra. The caller said the officer touched her back causing her pain. The caller said the TSA told her to go to another room an disrobe but a supervisor told the passenger she could go through the checkpoint. The caller said her friend was carrying her carry-on bag for her. The caller said the TSO did not put a NOI in her carry-on bag after he inspected the bag. The caller said the officers removed some LGA s that was in her carry-on bag. The caller said some of the LGA s were over 3.4 ounces. The caller said the officer left some items in her carry-on bag that were over 3.4 ounces. The caller wanted to know why the officers would only take some of the items. The caller said she did not get the names of the officers involved in the incident. The caller said she believes the officers need additional training regarding passengers with a tens unit.

I told the caller I would forward the information to the CSM for further review. I told the caller if any items are over 3.4 ounces they are not permitted in carry-on baggage. I told the caller the screened does have the final say as to what items are permitted in carry-on baggage. I told the caller we want to see if there are certain screeners or screener teams that are subject to repeated complaints. The caller also wanted to provide her husband s e-mail address (b)(6)

Information Request: The caller said she flew from Newark to Denver on 5 28 2013 at 11:00am on United Airlines flight#1497Y from gate# C85 leaving at 12:12pm. The caller was flying with another lady. The caller said they both went through the checkpoint at 9:45am. The caller said she cannot go through the AIT and she has to under-go a pat-down when she fly s. The caller said she was in a wheelchair and she had an attendant pushing her wheelchair and pulling a walker. The caller said she was wearing a thermocare pad and she had a tens unit on. The caller said she held the tens unit in her hand. The caller said the TSO that gave her a patdown was confused when she saw the tens unit. The caller said the female TSO stuck her

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/4/2013 12:59:40 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 06/04/2013 12:30 PM Airline & Flight Number : UA3636 Checkpoint/Area of Airport : Terminal D (North) TSA Employee: (If Known) : (b)(6) Comment : First, I would share that I am a very frequent flier, TSA Pre-screened (though not working today due to small lines)/United Premier 1K. I share this because I screen all the time and am very familiar with the procedures. It is my believe that TSA has an immediate adversion and bias against those who choose to opt out of the scan machine. This was well demonstrated by (b)(6) who was very nice to me, until the moment I stated that I was opting out. Immediately, his demeanor changed and he got very " boot sergeant in the military" on me, gruffly ordering me to move here and stand there. When I asked him for a bin for my computer...he barked that it was back on the end, even though he was standing near one that he could have handed me. Then when I got ready to go with him, he sarcastically asks- are you 75 years old? (I am 46 and obviously dont look close to 75). Then get your shoes off. When he goes in to his mandated speech about the pat-down I tell him I know the procedure, just continue. This bothers him more- and in an intimidating manner, he gets right in my face and quietly, yet strongly states,..."I have 57 days till retirement and that supervisor (pointing to his boss) will be all over my ass (no need for his expletive) if I dont say this. Then he starts the speech over from scratch (knowing I am in a hurry). Finally, I decide to keep my mouth shut before I say something I will regret- so when he asks me if I have any sensitive body parts- I refuse to answer him. He asks again and again I dont answer. Finally he brings over his supervisor, who although much more calm than him, immediately assess that I am the one who had been rude. Fortunately though, the supervisor gets another, much nicer and more professional employee and the pat down ends with no further trouble.

6/4/2013 1:58:22 PM

I share this, not so much to cause a problem for (b)(as to share that I have experienced this on numerous times before, when I opt out. I really do believe that TSA should look more closely at the way individuals are treated once they decide to opt out. Most of TSAs employees are professional in the manner which they do their jobs. I have previously sent in more than one compliment here for their professionalism. But there is no need to treat some one the way I was treated today, just because they chose to opt out.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Hello,

I'm afraid this doesn't quite answer either of my questions.

For item 1 – I've received confirmation from all three airlines that my Nexus ID was included on my reservations. I absolutely understand that random screenings will occur, but I have actually been turned away from TSA Pre every time I've attempted to use it. Can you confirm that I don't share a name with a suspicious person, and that there is a possibility that I will not be randomly selected on a future flight?

For item 2 – Why does it need to be a female agent? And in the case that I must be screened by a female agent, what is being done to decrease wait time, particularly at DCA? There are very few female agents in comparison to male agents available for screenings at DCA; it's not unusual for 2-3 male screenings to occur in the time I'm waiting for a female agent.

6/4/2013 3:54:12 PM

Thank you

(b)(6)

Caller immediately asked for a supervisor or manager. I gave her to a supervisor.

Supervisor (b)(6)
The caller alleges that she held for 20 minutes to speak with an agent and after she explained what happened to her he hung up on her. She then called back and spoke with (b)(6) asking for a supervisor or manager and (b)(6) took over the call. She complained that he wasn t a supervisor because he hadn t apologized to her and then she asked to speak with his supervisor and it was at this point when I took the call.

The calle describes recent travel in which she was required to undergo secondary screening of her hair by a TSO at two different airports. She complained that she was not told that her hair would be patted down, it just happened and she is offended. She objects to the original agent (b)(6) telling her that the process is random and she is offended that he would say so. She is also upset that the officer who patted down her hair didn t use clean gloves but gloves that had been used to pat down others.

She says she observed a caucasian woman whose hair was in a bun that was not patted down at all. She wishes to file a civil rights complaint about this experience at both airports. She has no names of the personnel at either airport.

The caller is upset because she feels like she was discriminated against recently at ONT and PHX.
The caller flew from ONT to PHX on Wed 29 May via SW FLT 2612 and agian on Sun 02 Jun via SW FLT 558.

6/4/2013 4:33:13 PM

She says she is a fair skinned woman of African descent with hair that is in medium loose curls who was required on both occasions to have her hair patted down while other caucasian passengers were not.

I explained to the caller that I would look into the issue of the disconnected call and if she wishes to pursue the complaint she could speak with one of our Multicultural agents to assist her in the process. She agreed that she would like to do so. Call was transferred to MB agent RHyde at this point.

(b)(6) took over the call:

Caller states that a female officer patted down her hair. Caller wants to know 1) if this is a health issue with the amount of people that the officer touches, 2) if this is a mandate that the the TSA placed out that the officers will touch the hair of an African American or of foreign decent.

Advised caller that I am not aware of the reason of why her hair was screened, but the only policy reason that I know of is if a passenger s hair alarms; commonly due to pins in their hair.

Advised caller that whenever an officer needs to patdown a passenger, the passenger has the ability to request that the officer change their gloves before continuing the patdown.

Caller wanted to know if she would have heard the alarm of the machine where she has to stand with her hands above her head.

Advised caller that I believe that the AIT machine does not audibly alarm, but it shows on the screen if there is an area of concern.
Caller went through checkpoint at St Louis traveling to LGA. She wanted to know why it was a practice at that airport that white men go through the WTMD, everyone else go through the AIT. The caller opted for a patdown so she could watch this happening. She felt like she was racially profiled. This happened at Terminal 1 going to the C gate. She was flying on American. Her flight was scheduled at 11:50am but was delayed. She went through the checkpoint at 10am.

I told her that was not the procedure and transferred her to MB.

(b)(6) took over the call.

6/4/2013 5:06:58 PM

Informed the caller on how she can make a formal complaint. Listed the following things to the caller about the requirements for her formal complaint.
• 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.

Escalating this record and recommending classification as MB Orange.

Feedback Type : Request for Information
Categories : Other
Current Date/Time : 6/4/2013 4:55:06 PM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

6/4/2013 6:02:39 PM

Comment : About 2 weeks ago my family and I flew for our vacation. I was stopped by one of the TSA agents because my airline ticket had my married name on it (my legal name of 3 years) and my drivers lic has my maiden name on it, however i did have the legal change of name card that verified my identity. I was subjected to a full body pat down because of this- So I complied with the request. Our flight then got delayed by about an hour or 2 and in this very small airport(then was cancelled) There were no rest rooms or restauants in the waiting area after you go through the TSA screening. My husband and 4 year old son were goign to go eat dinner and they told me that I would have to go through another pat down... which they did. I did see others that went and had to get the pat down (not sure why) but they were offered a private one as where I was not offered anything like that. I really am questioning the judgement and "rules" that these agents put me against. I have know flown in 4 other airports- using my married- legal name on my airline ticket and still with my current DL with my maiden name and providing my change of name card and NOT ONCE was I ever treated the way I was at this one airport with the TSA officers. Why is it that 4 other airlines did not put me through the pat downs? To be honest, the woman who seemed to be in charge was VERY rude to me... one of the woman questioned my son about his name. He can be very shy at times and of course, this happened to be a time when he was shy.. it was almost as if she wouldnt let him go through if he didnt say his name. I would really like to know the rules that TSA is to follow in situations like this. She clearly could ID me put really used her powers to make me feel very violated infront of an entire room of peers- twice. Again I ask, what are the rules in these situations and if this officer was folowing the rules, why have I gone through 4 other airports and never once had this issue.

Thank you for taking the time to read this and I look forward to hearing back with some insight on this situation.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller wanted to file a complaint concerning the Denver airport. She wants to make sure someone gets back with her stating her complaint was addressed. She has been in law enforcement for 20 years so she knows about professionalism. During screening she overlooked lip balm in her pocket. She was patted down again immediately when that was found, and her hands were swiped. The beeper beeps and she still stays professional and does not say anything but is patted down again. She had a 250.00 pair of sunglasses and her purse value was way over that. She tried to explain to them how to close her purse appropriately. Her boyfriend told the TSO you need to explain to her what is going on her. He is a 15 year fire fighter.

She wants someone to apologize to her. She was not asked to show her ID or badge. Her boyfriend had to intervene. She said as a police officer she always carrys a gun in her purse so of course she would have residue in her purse. She told them after the 3rd patdown she was going to miss her flight. They had to call an explosive expert and she was not acknowledged as being an officer. She does not want special treatment but thinks that information was pertinent to the issue at hand. She collected her purse and shoes and her boyfriend had multiple items allowed through the screening checkpoint. She is starting her 21st year as a police officer. She wants to have a follow up on her treatment and an explanation of the screening. She needs to know what she needs to do in the future so she does not come unglued. She does not have any respect for TSA. They did not acknowledge her position as an officer. Her boyfriend would be happy to testify of her treatment. She should have some respect as an officer.

6/4/2013 6:05:56 PM

Airport: Denver to Vegas
Airline: Frontier
Date: 05 31 2013 09:30 am

Advised Caller:

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

TSA monitors the number and nature of complaints received to track trends and spot areas of concern that may require special attention. This will enable us to ensure prompt, corrective action whenever needed. I do apologized your experience was unpleasant, and appreciate you calling to inform us of your experience.

6/4/2013 7:06:05 PM

Caller stated that they came from Orlando International today. She was given our number by one of the agents at MCO to file a report. She stated that she was going through security and she had someone come up. She had a knee brace on, and the agent asked if there was metal in the brace. She said yes, and the agent told her she would need to take it off, so she did. She told her that she needed to go through the AIT because of the wires in her knee because they would set off the WTMD. She told her that she would have to wait. She told her that everything had already went through the scanner, and she needed to get to her things. They were cleaning the floor and they had the machine shut down. She stood and waited and she said her stuff was just sitting out there and that someone would get it. She told her to just go through the other one, and she said that it would set it off. The agent told her that she would just need to go through the other one because she didn t know how long it would be shut down. There was a black TSO there named (b)(6) who was very hateful. She said as soon as it went off that she needs to step right over here. She said that she needs someone to pat her down so she can go get her things. The TSO said that she would have to wait. She said that he ignored her when she asked for him to call a female over. She said that she needed to get to her items, and the TSO told her that her items would be fine. She asked if the male could just do the patdown. She said that about 8 people went through while she was trying to explain to him that he needed to call a female over. It had taken about 15 minutes to get this done. She asked him at this point where she needed to go to file a complaint and when he asked her why she said that it was because he was very rude. He told her that this is where their conversation ends, and that he would no longer talk to her. At that point he called for someone and a Supervisor came over and she explained to her what happened. She went and got someone to do the patdown and the TSO doing the patdown told her that the other officer had done her wrong and that she needed to go up to the podium and file a complaint. Once the patdown was complete, she went up to the podium and spoke with (b)(6) She asked her if she wanted to fill out the paper or just tell her and she just told her what had happened. The were in the closest scanners to the Homeland Security that were there that day. At this point (b)(6) told her that she needed to take the paper and file a complaint so that they could come check that airport. They have had several complaints on him, and she said that she had also been over there twice to tell the ones who were cleaning the floor that the passengers were more important. They weren t calibrating the machines or anything so they should ve been open. She s been through many airports and have never had anyone refuse to call a female, and has been through many patdowns as well due to her knee.

Flight details below:
Airport: MCO
Airline: Southwest
Flight #: 909
Departure Date: 6-4-13
Departure Time: 11:55 a.m.
Went through security: 10:00-10:30 a.m.
Terminal Gate: 28

She also wants to know about the PreCheck and the programs that are available to pay $100 for to get through screening faster.

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.

There are two primary ways to be considered eligible for TSA PreCheck™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Currently, TSA PreCheck™ is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in.

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA PreCheck™ benefits on all participating airlines should apply for membership with one of CBP's Trusted

The caller stated that she had to go through extra security because she did not have her ID. The caller stated that she had to have a patdown and all her carry on belongs were hand searched as well as her checked baggage. She stated that when she flew from Houston it was no where near this bad. She almost missed her flight after she was told that she could fly with a social security card.

She is very upset because a gift that she had bought was damaged during checked luggage inspectionthat she will not be able to replace by tomorrow. She stated that she had it packed a certain way to prevent this for happening and it was not placed back. She is very upset that her baggage was hand searched with no one asking her or telling her before. She stated that this should not happen. She wants them to be more careful. She wants to file a complaint regarding this issue.

Advised Caller:

Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

Transportation Security Officers (TSOs) receive training in the procedures to properly inspect passenger bags. TSOs are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

6/4/2013 8:28:55 PM

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 after screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. As a result, the amount of time checked baggage is under TSA control is relatively short.

TSA is required by law to screen all property that is brought onboard commercial passenger aircraft. Many airports have automated in-line baggage screening systems that can screen and clear a bag remotely, resulting in no physical inspection at all. However, to ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

If a TSO needs to open and search a checked bag, the TSO will place an NOI inside the bag to alert the passenger that his or her bag was searched by TSA. The presence of an NOI only indicates that a passenger's baggage was searched and does not necessarily mean that an item was removed. Additionally, the lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

Flight Information:

Airport: TPA

Tonight I was badly mistreated by two TSA agents at the security checkpoint at Terminal E in Philadelphia (b)(6) and her supervisor (b)(6), unnecessarily humiliated me, an 8 month pregnant US citizen. I travel OFTEN for work, and every time I do, I am graciously offered the metal detector rather than the controversial, unsafe X-ray-like machine/body scanner. Normally, I don't have to ask, men and women alike kindly and Wisely offer me this option as it is safer for my baby. Tonight, I was embarrassed when Margie screamed "supervisor!!!" as I was speaking to her and getting visibly upset. I began to cry and they insisted on doing a pat down. I told them I didn't want a pat down as the last time I did that, it was an invasive, inappropriate, and uncomfortable experience. I was furious to opt for the X-ray machine. I am livid that I was embarrassed, that my health, safety and dignity was not considered, and that (b)(6) and her supervisor (b)(6) felt it was okay to treat a pregnant woman this way. I would like to see her disciplined, if not fired. This is unacceptable behavior and something that should stop immediately. Pregnant women in this country should not have to choose between putting her baby/fetus at risk and enduring a humiliating pat down. Time to readjust your priorities, TSA!

6/4/2013 9:02:00 PM

I look forward to your follow-up.

(b)(6)

Caller and his wife flew from Phoenix Sky Harbor to Newark and his wife was wearing a brace for a broken elbow. Caller said they went through C1 at Sky Harbor at 9 am. Caller said his wife was pulled aside for a patdown. Caller said this was done before she collected her items from the conveyor belt. Caller said his wife had some liquids that included makeup that was valuable. Caller said she is also missing her wallet with all her ID and a makeup case. Caller said she had a large soft pink and white case. Caller said they were given information about lost and found by Southwest. Caller said she is not certain if she had these items when she left the checkpoint. Caller said she has no ID to get back home and asked what they can do.

I gave the caller the phone number for lost and found.
Phoenix Sky Harbor International Airport
602-626-1453

6/5/2013 8:27:34 AM

Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present documents such as social security cards, birth certificates, marriage licenses, or credit cards, as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification.

If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the passenger may be asked to assist TSA in the identity verification process. Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity. If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening. If we are unable to confirm a passenger's identity, or a passenger refuses to provide ID or cooperate in the ID verification process, TSA will deny the passenger entry into the security checkpoint. We recommend that travelers arrive at least 2 hours in advance of their flight time to allow ample time for security screening and boarding of aircraft.

I advised the caller he can call the CSM to see if she did leave the items at the checkpoint, after checking lost and found.
Phone: 1-866-289-9673

6/5/2013 2:22:13 PM

I wanted to bring to your attention my recent experience at the security checkpoint at Phoenix SkyHarbor Terminal 4, Time 1:30 pm , A gates.

At the checkpoint I wanted to opt out of the scanner as I have doubts about the amount of radiation and its effect.

One TSA Agent(not TSA agent who finally gave me pat down) there first tried to dissuade me from opting out by describing the process how "they will go up your thighs" making it sound like it's going to be a sexual act or something. When I insisted, they started making fun of it among themselves. The same TSA agent then told me "Ok I will give you someone who gives you the best pat down", as if I am asking for a sexual favor and he is arranging for the best man to do the job. Then moments later he got the agent who was going to give me the pat down and said, "well he is not the best, but the 2nd best".

I felt totally humiliated and ridiculed, as if I was asking for something which is so ridiculous. I was appalled by the unprofessional behavior of the TSA agent. If pat-downs are not welcome, TSA shd get rid it. Don't keep the opt-out option open and then have your agents humiliate passengers who opt-out.

But I will add that the TSA agent who finally gave me the pat down was cordial and professional.

Thanks
(b)(6)

Hello.

I am resending the email below since I did not get an answer yet and my fly is going to be pretty soon.

I would really appreciate if you can be a little more specific about what documentation I should need in order to pass security control with a muscle relaxer devise which is not attached to my body.

I just want to make sure that this device will pass control security airport after pass the X Ray since this device is very expensive and I will need it during my travels.

Thank you for your help,

6/5/2013 2:23:02 PM

(b)(6)

----- Mensaje reenviado -----
De: (b)(6)
Para: "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com>
Enviado: Miércoles 29 de Mayo de 2013 19:10
Asunto: In Response to your inquiry.

Thank you for your answer but I would like to have a more concrete answer.
My devise is not attached to my body so the body screen does not affect me in any way.

My only concern is that I will carry this devise with me since I need it during my fly so I was wondering if during the checkpoint the Transportation Security Officer will required to show him/her some medical documentation to prove that this devise is a medical devise.

I am waiting to hearing from you.
Thank you,

6/5/2013 2:23:16 PM

Feedback Type : Request for Information
Categories : TSA Pre?™ ; Screening (AIT, Patdown) Current Date/Time : 6/5/2013 1:02:38 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have been opted in the TSA Pre Check with American Airlines for some time with no issues in being afforded the TSA Pre Check line when traveling. Lately however I have not been cleared (I travel every other week coast to coast). I wanted to be sure that there isn't a problem with my information at TSA. American Airlines FF EHK5592. known traveler gender is Female, DOB (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

6/5/2013 6:00:36 PM

When traveling out of Lihue, HI over the weekend I was advised that I would need to be patted down because I was traveling with baby yogurt for my baby and it was not opened. When I pushed back and advised the agent that I have traveled for the last 2 years without ever being advised of this rule she referred me to the TSA.GOV website. In researching the website it clearly states that baby food is allowed and has been since 2006. The agent said that the rule changed about a year ago, but I do not see anything stating this. Please advise me of the rule. My son is autistic and only eats yogurt. Fortunately this weekend I was traveling with my husband so he could hold my son while I received a pat down. In the future I will be traveling alone and cannot picture how a pat down can be conducted while I am holding my son.

Thank you,
(b)(6)

6/5/2013 7:27:18 PM

Query:
Caller has a partner that is flying with him. Caller s partner has a pacemaker and he is wanting to know how she can go through screening.

Resolution:
If a passenger has an internal medical device, such a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Verbal declaration, doctor s notes, and written declarations can be utilized in order to inform the officer of a particular concern during screening.

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

TSA does not require passengers to have medications in their original prescription bottles; however, some states have individual laws regarding the labeling of prescription medication which passengers may need to comply. Medications in daily dosage containers are allowed through the checkpoint once they have been screened.

6/5/2013 9:15:56 PM

The caller was very upset because her jewelry bag containing a diamond cross was missing from her purse after going through screening at HNL. She said that she has had problems with items getting stolen for the past 8 or 9 years when going through Terminal 1. She said that she was pulled aside for a patdown while her carry on bags were searched out of her view. The jewelry bag was very small, 1 inch by 1 inch and pink in color, making it very easy to steal from her purse. She said that she never has any problems with TSA personnel at other sections of the airport, always Terminal 1. She said that this terminal is for the very small aircraft

Date: 6-5-2013
Time of Screening: Approximately 12:00PM
Depart time: 12:35PM
Departing Airport: HNL
Terminal 1
Airline Mokulele
Flight Number: She did not have it and could not remember it.
Destination: MKK
Description of TSO that Screened her carry on luggage: White male with dark hair.

I told her that I will forward this record to the CSM at HNL for them to review and start the investigation process. I told her that the CSM will review the screening to see what may have happened, if anything, to her item. I told her that she can file a claim to seek reimbursement for the missing item and I will send the claims form package via email within 24 hours.

The caller requested multiple times that I remove her telephone number from the call record, so I removed it from the call record.

6/6/2013 8:20:14 AM

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment
Current Date/Time : 6/5/2013 10:55:50 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am writing because I am deeply concerned about the Airport Body Scanners. They use aggressive technology that utilizes a form of radiation that has not been tested on humans over time.

An investigative report in 2011 by ProPublica and PBS NewsHour concluded that the X-ray scanners, then still in use, could cause cancer in 6 to 100 United States airline passengers every year, and that the European Union banned those machines because of health concerns.

It violates our rights as Americans to force us to be exposed to machinery that is likely jeopardizing our health. And it is shortsighted as a nation to use machinery that is likely making it's population more ill, over time adding to the drain of our healthcare system.

I'm all for safety on airplanes, but these aggressive machines are not used elsewhere in the world - and there are still no guns getting on flights.

Why is it that the screening process is hyper sensitive to whether I have a swig of water left in my reusable water bottle but I can get a package of shaving razors, tweezers, or a metal fork through with no problem?

You are focusing on the wrong things. Please remove the machines until proper research has been done, or give people an alternative option that is not as time consuming and personally invasive as the pat down.

As passengers we should not be forced to choose between waiting to be invasively touched and missing our flight - or exposing ourself to unnecessary radiation that in the end may cause us to miss our life.
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 morning I read in the New York Times Letters to the Editor section that the TSA is allowing public comments on airport body scanners until June 23, 2013. This is my email letter to express concern on the exclusive use of body scanners for airport security.

I fly out of DTW and with rare exception select the "pat down" for my security clearance. The rare exceptions have been one time when I was slightly late and another when I was traveling with my elderly mother.

I work as a nurse practitioner in hematology/oncology in a large urban health care center. Since statistics do not change overnight, I feel certain that in 10 years time we will note and exponential increase in the number of leukemia and lymphoma cases. On history, we will be able to trace back to frequent travel in airports with exclusive use of body scanners and the radiation exposure caused by this use as the cause. Additionally, we may also see an increase in solid tumor cancers. Leukemia and lymphoma, in addition to being catastrophic diagnoses, are very expensive to treat. They occur without regard to age.

6/6/2013 9:58:13 AM

Upon arrival at the body scanner I request a pat-down from the TSA member directing traffic. On occasion the service is relatively quick. On other occasions, it is very evident that the wait period is prolonged. I cannot help but think that the prolonged wait is to cause discomfort, with the hope that the traveler (me) will change my mind and opt for screening by the body scanner. For this reason, I try to always arrive at the airport with excessive time to waste. The pat-downs I have received have always been thorough and mostly professional. The unprofessional behavior is not from inappropriate touching, but merely surly TSA workers who are expressing their dislike about having to do the pat-down.

The policy to install body scanners for exclusive air passenger screening has been a huge TSA mistake which is going to come back to haunt us - especially those with frequent travel histories and a new diagnosis of cancer.

Thank you for allowing this public comment.

(b)(6)
Dearborn, Michigan

6/6/2013 12:13:01 PM

Query:
Caller is wanting to know if the AIT affects pregnant women. Caller's daughter was forced to go through AIT in HPN--at least according to the caller.

Resolution:
AIT machines have been independently evaluated by the 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. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

Caller is informed that pregnant people should not be affected by the AIT machines.

Caller is informed that we can send up her complaint to a CSM. Caller does not want to send up information; she only wants to know if her daughter can opt out for a patdown.

Caller is informed that anyone can opt out for a patdown. Caller is advised to contact us if there is any more issues.

6/6/2013 12:17:05 PM

On May 14, I registered for Delta flight 1206 leaving Austin, Texas, at 5:50 pm. While going through security, I set off the alarm because I forgot my passport in a side pocket of a pant suit I was wearing. The woman who directed me to an area where I was to receive a pat down was extremely rude to me. I was becoming worried that I would miss my flight because the person who was to do the pat down was not available right away. I don't know why... but when she arrived, she was very calming and respectful and she is the one who told me I could log a complaint. I filled out a complaint form as soon as I had completed the security check and asked for a contact from someone. This has not occurred.

I feel like I was treated like a criminal by the first woman. Her voice tone, facial expression and then refusal to answer my question about how long I would need to wait for pat down. A small gesture or giving information would have helped me immensely.
This person stood talking with her male colleague and laughing, etc... so why not treat passengers respectfully. As it was, I arrived at my gate just as the loading was beginning.

This experience makes me wonder about the Austin, Texas Security...

(b)(6)
Bemidji, MN 56601

(b)(6)

I recently went through several body scans that "showed something" on my torso. I saw the scans and the highlighted areas. I have no implants or devices, yet I was subjected to a complete pat-down twice. Why does this happen????? I stood off to the side and observed nearly everyone having scans that "showed something" (I could see the highlights on their scans), requiring pat downs. In fact, the ONLY person I observed go through without a single "highlight" on her scan, was a tall beautiful woman who was told, "No you don't need one (pat-down), you're perfect" (!) Excuse me??????

There is just something WRONG about this scanning business...

6/6/2013 12:17:06 PM

(b)(6)

St. Johnsbury, VT 05819

(b)(6)

HYPERLINK (b)(6)

(b)(6)

I want this message to be brought to the highest level of attention. I am an active duty military police officer. K-9 to be exact so when you hear my complaint in a few sentences you'll know that this is coming from one of your own in the law enforcement / security world.

My wife has her new military ID with new last name (b)(6) but license still had her old last name (b)(6). This is the stem of my complaint email. Just for future reference.

First of all I'm a frequent flyer due to being active duty, and secondly I've been in the military for 6 years so this is not new to me. I recently flew from Norfolk Virginia with my wife (newly wed) and we encountered a problem because of her ID being expired & not having a new last name. As I briefly explained to the TSA agent working that day, we are fresh off of a deployment and haven't been in the USA for even a month. Not having enough time to change licenses & ID's (which were in states VERY far away).

At the end of our vacation (right now, today 6 June 10:00am Minnesota time) we had gotten our boarding passes and went through the TSA line here @ the St. Paul / Minneapolis airport. The agent (Ali was his name) was made aware of our situation, being that we are newly wed and haven't gotten everything changed because we simply couldn't even if we'd wanted to. (And these tickets were bought before my wife had her last name changed).

6/6/2013 2:14:49 PM

So we then were almost late for our respective flights because the agents wanted to see our certified marriage license / certificate... Which blows my mind. Because what if we hadnt had that with us on our person? What would TSA have done then? Why didn't they show a little compassion towards TWO active duty military members?

Then from there on a supervisor was called over, and he then made my wife get a pat down after being scanned, then her bag was hand searched.

I want to know why this was a problem all because of us getting married. No one asked us our situation, no one helped us, and the way we were talked to and dealt with by the TSA employees were rude and very confrontational.

I'm thoroughly pissed off to say the least. And I want this email responded with by someone of higher authority within TSA who is competent on your regulations and procedures. Although I'm not working for TSA I know you're a federal agency and there are standards everywhere in your agency and I do not appreciate getting treated one way in one city, and completely torn apart in another.

A very irritated pair of military members.

(b)(6)

Sent From my iPhone

Dear TSA,

Please be more considerate of the individuals with disabilities that travel through your airports on a weekly basis. If I do not get "pre-check" my disability forces me to go through your disability line because I cannot stand for long periods. On Thursday May 16 and May 23 I did not get pre-checked so I tried to go through the disability line. As I was not in a wheelchair I was met with a lot of resistance from the officer checking ids and boarding passes. One officer even rolled her eyes when I tried to explain my disability. I do not feel it is necessary to wear my disability placard around my neck like a necklace in order to pass through security. I also do not feel I need to be traveling in a wheelchair to be considered disabled either. If a wheelchair and a stroller are your only way to distinguish, I think you need to adjust your way of distinction. Last week May 30 I was pre-checked and I passed through the south pre-check line without any issues. I did not even have to take my sandals off. The officer did my pat down, tested my hands, tested my prosthetic and sent me on my way. She was polite and I had no issues. Today in the pre-check line was very different. When trying to explain why I alarmed I was again greeted with looks of disdain and asked to remove my sandals which did not cause the alarm as then have no metal on them. I tried to explain to Officer (b)(6) short African American woman, about 5 feet tall) that they could gladly test my shoes if they like as it is not easy to get my sandals off without sitting but that was not acceptable. So I leaned on the machine and I took off my sandals and sent them through. I then went through the scanner again and alarmed, again and the officer did not even call for a female assist, he made me stand there. Eventually the Officer (b)(6) came around as if to take me for my pat down but did not. She proceeded to slowly walk to get her gloves and then proceeded to go to my items on the belt and proceed to test my shoes for explosives and drug residue; which she could have done with them on my feet. She also did not advise me that she was going to test my shoes or why, which I feel is not proper procedure. In the meantime, I was not offer a place to sit and left standing there on my stump of my leg for 5 minutes in pain which was unnecessary. Your procedure should be to take the person that alarms to the screening area first and then put on the gloves and test any items. That is what they usually do. Please have more consideration for people with disabilities and realize that not disabled people are in wheelchairs and deserve the same amount of respect that you give to wounded soldiers and veterans.

6/6/2013 2:15:27 PM

Sincerely,
(b)(6)

Caller wants to complain about her screening at MIA. She went thru the AIT and had to have a patdown. She was fine with the additional screening however she had her dreadlocks patted down and the TSO did not change her gloves to do so. She stated had she gotten head lice from a previous inspection then she would have had to cut her dreads because she cannot simply wash her hair.

She is a former TSA agent and knows this is not the proper protocol and thinks this need to be addressed.

6/6/2013 3:19:22 PM

Advised caller:
Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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

The caller said he travels frequently with Southwest Airlines. The caller is a Canadian citizen that is working in the U.S. The caller said he travels between Canada and the U.S. The caller said he was stopped when traveling from Buffalo and he is always stopped for additional screening. The caller said he flew from BWI today and he was stopped for additional screening. The caller said the officers gave him a pat-down in a private location. The caller said the officers had to search his luggage. The caller wanted to know what he can do to clear up the issue. The caller said he always has SSSS on his boarding pass. The caller wanted to know if he can apply for TSA expedited screening program.

6/6/2013 4:13:27 PM

I told the caller I would send him the forms to apply for Redress. I sent the caller the forms for Redress via e-mail. The caller provided an alternate e-mail address (b)(6) I told the caller the Redress 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. To participate in TSA Pre, members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing. For frequent flyer program members, participating airlines will permit some members to "opt-in" through the airline's system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA's Secure Flight system.

6/6/2013 6:13:59 PM

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 6/6/2013 5:11:06 PM
Airport : PIT - Pittsburgh International Date/Time of Travel : 06/04/2013 5:00 AM Airline & Flight Number : AA 1469 Checkpoint/Area of Airport : Main terminal TSA Employee: (If Known) :
Comment : TSa precheck requires pat down due to knee prosthesis. Negates the benefit of TSA precheck.
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

6/7/2013 10:44:03 AM	The caller went through security at Key West airport on 6 5 13 to board Delta flight 1366. The caller had her hair in a pony tail and whenever she went through the AIT unit, it alarmed. The female officer at the security checkpoint stated You have something hiding in the bun on the back of your head . The caller stated that she did not have a bun but that she had a ponytail and the officer wanded her hair. The caller was cleared and she went through security. Approximately half an hour later, the caller exited security to give someone a photo at a restaurant located outside the secured area. The restaurant was named the Conch Restaurant. The caller stated that she was gone approximately 30 seconds to a minute. The caller stated that she went back through security. The incident described occurred between 10:30 and 11:00AM The caller stated that whenever she went back through security, the agents began to act very strangely. The female officer at the security checkpoint stated You are hiding something in your bun and I have to touch your sensitive areas. The caller stated that she became irate and advised the officers that they were not going to touch her sensitive areas. Apparently the sensitive areas the officers were talking about was her chest area. The caller stated that the incident escalated and went on for several minutes with the officer telling her that she was going to touch her sensitive area and the caller stating that they would not be touching her. The caller stated that they eventually went behind a curtain and she allowed the officer to wand her hair but she did not permit the officers to pat her down. The caller stated that incident escalated to the point where she was cursing at the officer and another officer, a young male, intervened. Eventually the caller was able to go on to board her flight without getting a patdown. The caller stated that the female officer repeatedly snapped the blue gloves on her hand. The caller stated that the officers swarmed her and treated her, in her words, weirdly. And the caller was very upset with the conduct of the female officer. The caller did not get a name of the officers. I apologized to the caller for her screening experience. I advised her that I would send her information to the CSM at the airport. I advised her that we did monitor the number and nature of complaints we received at the TCC. The caller stated that it was a tiny airport with three lanes and that she was in zone 2 to board a Delta flight.
6/7/2013 12:58:25 PM	Disability Description: Caller stated he will soon be using oxygen. Information Request: Caller asked what are the requirement for take a POC through TSA. I gave the caller the information in the template, but the caller was still not satisfied. Caller said a friend with an POC received grief over taking the his device through TSA security. Caller said he was told that he could not take his POC when in reality, TSA was wrong and he was allowed to take the POC through. Caller said he was concerned about having a hard time getting his POC through the security checkpoint. Response Details: Generally, the Federal Aviation Administration does not allow portable compressed oxygen tanks on commercial airline flights because oxygen is considered a hazardous material. However, passengers may check with their airline before purchasing tickets to ask if they will test an oxygen tank for safety (48 hours ahead of the flight), allow passengers to carry a specified portable oxygen concentrator (POC), or provide oxygen to the passenger. If a passenger uses a POC, the manner in which the passenger is screened depends on whether he or she can disconnect from the oxygen concentrator. Passengers should check with their doctor to determine whether they can safely disconnect during screening. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening whether he or she can disconnect before the screening process begins. If a passenger can disconnect from his or her POC, it is recommend that the passenger check the equipment as checked baggage whenever possible. Passengers who can disconnect can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a metal detector in lieu of AIT or a patdown. If a passenger cannot disconnect, or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening: The patdown will be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available. The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing. A passenger may ask for a chair if he or she needs to sit down. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area. In addition to the patdown, TSA may use technology to test for traces of explosive material. I advised the caller the POC will be screened by xray if he can disconnect, if not it will be screened by other methods. Caller still was not satisfied. I offered to send his flight information over to ODPO to make arrangements to get help getting through the checkpoint. This caller was still not satisfied with my answer and the caller does not have any flight arranged. Caller then asked where he can write to get an answer to his question. I turned the call over to Missy.

Hello,

I travel nearly every week, and have been passing through your scanners regularly. However, based on recent articles and "inconclusive" scientific studies I have read, I understand that they could be harmful to human health, particularly that of a developing fetus. And given the fact that my husband and I endeavor to have a child in the foreseeable future, I have chosen to opt-out of the scanner and elect the pat-down instead.

Sometimes the process goes very smoothly. But 90% of the time I request the pat-down, I must wait several minutes for the "female assist" to be found, end a conversation with colleague, or just get up off of a chair and come over to the screening area. With few exceptions, I experience the height of bad attitudes and unprofessionalism. The sense I get is that the TSA is trying to make it as inconvenient as possible to request a pat-down to force people to use the scanners. This is unacceptable.

6/7/2013 2:13:57 PM

Please advise as to how I should address the matter.

Thank you,

(b)(6)

Houston, TX

You did NOT resolve or even answer my question: you said something about an "anomaly" resulting in further pat-downs?! Excuse me, but if what I saw were an excessive number of "anomalies" then doesn't that logically imply that the body scan screening process is worthless?

Why don't you just admit it?! I've been wanded and patted and swabbed so many times that it is downright laughable! Of course I don't believe the system works or is really capable of finding terrorists. It's just another ludicrous ploy designed to prey on the public's fears. And I also believe that body scans are harmful because of the radiation...no matter how "low."

There is just something WRONG about this scanning business...

6/7/2013 2:14:13 PM

(b)(6)

St. Johnsbury, VT 05819

(b)(6)

HYPERLINK (b)(6)

(b)(6)

Caller flew to and from Love Field on Wednesday from Dallas to attend a funeral and said there was a TSA agent who works there who is very arrogant and it is a power thing with her. The TSO touched her bottom inappropriately and told her she tested positive for explosives? Caller said the TSO agent who was a black lady and appeared to be gay was overweight and probably between 30-40 years old.

A secondary screening was required and the TSO wanted to close the door to the private room where the patdown was to be conducted. The caller protested to the closing of the door and is complaining that the TSO wanted to put her hand down her pants. After protesting to the TSO about this the TSO left and brought another, older white lady to do the screening.

The caller informed the TSO that it was a power thing and that she would not allow her to be touched again, at this time the TSO retrieved two older white female TSOs one of which patted her down and said there was nothing there. The caller objected stating she would not allow herself to be sexually assaulted. The black TSO left after the two white TSOs arrived.

None of the officers would provide the black TSOs name. As she was leaving a gentleman came to her, refused to provide the TSOs name but wrote his name on a card which had another person's information on it.

Recapping: the caller had been through the AIT, a gentleman came over and she thought he was going to touch her. This is the point where the black lady came over and asked what was in her back pocket. She didn't have any back pockets because she was wearing dress slacks. This point is where the black TSO touched her buttocks inappropriately, like a dirty old man might touch a woman.

6/7/2013 2:31:12 PM

The caller gave the TSO a dirty look and this is when she was informed she would have to have a patdown and was taken to the room where she was informed in detail what she was going to do and the TSO closed the door. The caller told her she would not close the door or touch her. Seeing she would not be submissive she went to get another older white lady to assist. When the TSOs returned to the room the caller continued to tell the black TSO she wouldn't touch her or put her hand down her pants. She told the white TSOs she didn't know what the black TSOs problem was but they were not on the same page.

The caller says she spoke with a gentleman by the name of (b)(6) STSO who wrote his name down and said he was the black TSOs supervisor on the back of another persons card. (b)(6) STSO, wanted to argue with her and all she wanted was the ladies name. She told him they couldn t treat people this way and that it isn t over and she has talked with her coworkers about the people that work at Love Field and how they treat people.

Flight # no available, Gate # not available,

Caller again stated the black TSO told caller without anyone present that she would put her hands in caller's pants.

Caller states she has the name of CSM, Larry Dyess, and asked who was over him because she isn t dropping the issue.

Caller stated this woman needs to be stopped and cannot continue to molest people. She said her husband wondered what would happen if an elderly person or child went through and she decided to molest them? She then stated it is against the law to touch people inappropriately.

Caller stated if she didn t hear from anyone she would go over their head at DAL and stated she had a friend who was placed on a list for complaining and didn t want her name placed on a list.

The caller flew from EWR to ATL to MLU, and was forced to go through the WTMD three times. However, she was also given a full patdown before being cleared. On the flight from MLU, she was forced to undergo the WTMD three times again. However, she was only wearing a lycra shirt, cotton jeans, and had no belt or shoes on. She asked the screener if the problem was her belly ring or underwear, and he indicated that was not an issue. Then, she was subjected to another patdown before being cleared. However, she is upset because of past trauma, and believes that she was discriminated against due to her gender. The caller maintained that no male was forced to undergo these procedures. She wanted to know why she was chosen for additional screening.

Advised Caller:

6/7/2013 3:41:00 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.

I forwarded the call to to MB:

The caller is very upset and wants to know why she caused an alarm whenever she went through the walk through metal detector. I advised the caller that I could not tell her why she caused an alarm. I advised the caller that all I could tell her is that if there was an alarm, then the officers at the security checkpoint would have to clear the alarm. I advised the caller that in order to clear the alarm they would have to perform a patdown. The caller also wears an underwire bra. I advised the caller that the underwire could possibly cause an alarm.

The caller attempted to get me to tell her what she could wear to avoid getting a patdown. I advised the caller that I could not tell her what would cause the alarm to sound. I advised her that unless I was there I could not even begin to do so. The caller stated that she also felt discriminated against because her breasts were large as well. I advised the caller that she would have to place her complaint in writing. I advised her that she would receive an email with a link that would allow her to place it in writing.

Disability Description: Caller requested a supervisor without providing any information.

It was later determined that she is diabetic.

Response Details: Advised caller that her hands being swabbed is part of the screening for an insulin or other monitoring device once a self pat down has been completed. Advised caller that generally once a passenger enters the screening area they are not allowed to leave until screening has been completed.

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.

6/7/2013 3:42:02 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.

Incident Details: Preston took over the call.

Caller wants to know if she has to know if she has to give up her rights because she has a Dexicon glucose meter attached to her. Caller feels that she was harassed at the checkpoint because she was not allowed to leave to leave the screening area. Caller stated that she has filed a complaint against TSA in the past, and was advised by the TSA Administration that if she experiences difficulty at the checkpoint; she would be allowed to gather her things, go to the airport lobby, and request a supervisor or manager. Caller stated that she was not allowed to do this. Caller stated that she requested a disability expert to come to the checkpoint to assist her. Caller feels that she was treated differently because she wears the meter. Caller stated that she already has a lawsuit filed with the Diabetics of America against TSA and would be contacting them, along with her lawyer, concerning this incident. Caller said that she will be going to the news with this complaint as well. Caller stated that another passenger with a pacemaker went through screening right after she did and did not have to have his hands swabbed. Caller stated that the other passenger was Caucasian and she is African American and didn t know if this had anything to do with it or not.

Incident Details:
Airport: John Wayne
Airline: Southwest
Date and Time: 6 7 2013 3:30pm
Caller had emailed us because she tried to find where she can comment about the AIT machine on our web site but cannot find it. She was sent an email back that said that we cannot assist her. She wants to know how to find this. She complained about the AIT being very dangerous and that she has been unable to see her belongings when she was screened by Patdown because the area is not set up properly allowing her to see them and she ended up losing a computer. Also the airports are not properly staffed with same gender personnel so that people who opt out of the technology can be patted down in a timely manner.

6/7/2013 4:43:11 PM

I told the caller to go to the Talk to TSA section of the webite. She said she had and this is how she ended up calling us. I gave her the address to headquarters at Transportation Security Administration
601 South 12th Street
Arlington, VA 20598
I told her that the AIT is voluntary and signs are posted advising callers of this right. Also, TSA TSA monitors the number and nature of complaints we receive and I have her complaint documented.

I told her that TSA agents are trained to maintain line of sight of her property and if they cannot they are trained to make sure she gets her items back. I told her that if she has a bad experience she may call us back with her complaint. She stated that it is not the fault of the people on the ground and again asked for someone she may write to. I told her to write to Headquarters at the address I gave her.

I even offered to send her information about the AIT machine but she said she knew about them and they are dangerous.
June 7, 2013
DEN to DFW via American Airlines (#1778)
Screening Occurred: 3:05 PM

6/7/2013 5:12:06 PM

Caller is wanting to complain about how it took approximately 10 to 15 minutes to get a patdown. Caller also complains about how his items were screened, though no item was physically damaged. Caller complains about the precarious placement of his items.

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

The caller stated that he has an ostomy. He became a member of Global Entry to try to reduce the end for so much screening. He stated that he usually does not have problems at ORD. However, everytime he travels especially in CLE he is taken a room and to show the ostomy and was ask to remove his pants to do so. He stated that he is a FAA representative and has GE he can not believe all this would be necessary for as often as he flies.

Advised Caller:

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

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

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

6/8/2013 12:25:09 PM

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

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

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

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

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?
Caller stated that his autistic stepdaughter (b)(6) was on a Domestic flight from ATL to Seattle. When (b)(6) approached the checkpoint she was advised to go through the AIT by the female TSO at the checkpoint. Caller stated that when his stepdaughter gets nervous she freezes up. When (b)(6) froze up she said that she didn t know what to do. Her mother then tried to explain to her what to do and asked the TSO if she could just pull her to the side for a patdown. The security officer then shouted at the callers wife and said no she is going through this. Caller felt that the security screener was beyond unprofessional. Wanted to file a complaint on the TSO.

6/8/2013 1:02:16 PM

Advised caller:If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so. Caller then stated that he thought it was poor customer service. Sent the information on to the CSM of the airport. Gave caller name, phone number and email of the CSM at ATL.

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

Good morning,

This morning I flew out of John Wayne airport located in Orange County, California. I am currently 12 weeks pregnant and am not able to walk through the AIT X-ray screening. I advised the TSA employee that I am unable because of my pregnancy and that I would need to walk through the metal detector. Your employee did not let me and told me that I need to receive a Pat Down. I told him I do not want a pat down and then he told me I have to because I am choosing not to walk through the X-ray. I told him for the health of my child I have been advised not to. They just kept telling me that I have to get a pat down. Then they went and got the supervisor, her name was (b)(6) She was described to be about 5'5" around 60 years of age with short shoulder length brown hair (b)(6) and one if her associates took me to a private screening room and that's when I became very upset and confused because I found it very inappropriate and inconsiderate that they were performing this. They told me to put my arms up and I did then (b)(6) grabbed my hand and yelled sternly, (without any gloves on, her associate was wearing gloves) "put you hand like this". I pulled my hand away & she yelled "assault" and then threatened to call the Sheriff's department. If anyone assaulted anybody is was (b)(6) assaulting me by grabbing my hand and yelling at me.

6/8/2013 1:12:33 PM

Clearly I am very upset. I have flown many times while pregnant, and I was always advised to walk through the metal detectors, never a Pat Down. I am informing you of this because I looked on your web site and it says, and I quote, "Also, AIT screening is optional and alternative screening is available for all passengers."

Alternative screening being metal detectors.

Thank you

(b)(6)

---Original Message---
From (b)(6)
Sent: Saturday, June 08, 2013 4:40 PM
To: TSAExternalCompliance@dhs.gov
Subject: Security Checkpoint at Orlando International Airport

Dear TSA External Compliance:

6/8/2013 6:13:37 PM

I am writing regarding my recent experience while passing through the TSA security checkpoint at Orlando International Airport. I generally opt out of passing through the scanners in favor of a hand search and in the past I've almost always found the TSA agent conducting the search to be both professional and courteous. Today the agent was polite and courteous, however as he conducted the search he did not explain what he was doing as he did it and he also neglected to inquire as to if I had any injuries or medical conditions causing me any sensitivity. As it happens I had a rather severe sunburn under my clothing which caused me some discomfort during the agent's search. As I fly with some frequency, I was not particularly surprised by the search itself, however the agent's lack of communication during his search was unacceptable. Were I less familiar with the "pat-down" process, or a parent of a child experiencing it, I would have found the lack of communication during the entire experience very distressing. Additionally, while the mild discomfort I experienced due to my sunburn was tolerable, my concern is that there are other travelers with medical conditions who might experience significant pain or worse due to an agent not making an inquiry as to medical conditions prior to conducting a hand search, this is also unacceptable. The agent's name was (b)(6) and, unfortunately he rushed off before I could note his full badge number, but the purpose of my email is primarily to address my complaint with the TSA itself rather than the specific agent. These are problems which should have been addressed in the agent's training and reinforced by his management. In my mind this is, at a minimum, a failure of leadership at the TSA in Orlando and it needs to be addressed. Should representatives of the TSA wish to communicate with me further, feel free to email me at (b)(6) or by telephone at (b)(6) Thanks very much.

Best regards,

(b)(6)

Sent from my iPhone

Caller s sister is a cancer patient. Caller s brother in law and sister, (b)(6) and (b)(6) were going through screening at Houston Hobby yesterday. She is a 4 foot 9, 90 lb woman and was in a wheelchair. They have been flying from Tulsa to Houston and back for five years to get cancer treatments at MD Anderson. Generally he assists her to go through the checkpoint. This time he was sent through another lane. Neither of them could keep an eye on their bag. Out of the corner of her eye, as she was getting her patdown, (b)(6) saw a man who went through ahead of her pick up an empty back pack. (b)(6) computer was in the bin and the man picked it up and put it in his own backpack. When they alerted the TSOs at the checkpoint, (b) and (b)(6) were told that the TSOs could not look at the video to see who took the computer. They were given a complaint from the TSO. They were told to go online to file a claim, but they do not have a computer. (b)(had been trying to take care his wife and get their property. They would have to pay $400 for another plane ticket. They were pushed to catch the plane for her treatments. The TSOs were nonchalant and uncaring about their situation. Caller stated that the two have been through a lot in the past five years and this was just too much. He said if TSA can find a woman s Rolex watch through their video, then they can find the person who took their computer.

Airport: Hobby
Airline: SW
Flight Number: 1597
Date and Time: May 8 at 12:05pm (Flight time, they were at the checkpoint about an hour before)
Location: Caller does not know

6/9/2013 9:01:04 AM

(b)(6) contact information:
(b)(6) (Home)
(b)(6) (His Cell)
(b)(6) is very hard of hearing.

I apologized to the caller, mailed the claim to (b)(6) and told the caller that I would send this to a CSM for review. I told him the claim form will go out within 24 hours and this would be sent to the CSM today.

June 8, 2013

(b)(6)

Las Vegas, NV 89134

Administrator-Customer Service
Seattle-Tacoma International Airport
P.O. Box 68727
Seattle, WA 98168?

Dear Madam or Sir:

The purpose of this letter is to describe an unusual incident at your airport while passing through security the morning of Monday, June 3rd.

6/9/2013 9:20:56 AM

My husband and I were flying from Seattle to Reno on Alaskan Air and passed through security the same way we have done throughout the entire world. With our passports and tickets in hand, we went through the line and, as is always the case, my 77-year-old husband set off the alarm due to both knees being replaced. He explained the surgeries to the agent and she immediately called over another agent to do the further exam.

The agent was extremely unhappy that he had been called over and spent the next twenty minutes blaming and berating my husband for this great inconvenience. He stated that it was my husband's duty to inform an agent at the beginning of the line so that he could have been sent directly to the x-ray machine, thus avoiding the lecture and pat-down. When my husband asked the agent where the sign informing customers of that policy was, the agent said there was none. We have never seen such a sign anywhere in any airport, nor have we ever heard of such a policy.

In the past, in all airports we've visited around the United States and the world, the agent called over to examine my husband has simply used the wand and/or patted him down and sent him on his way. This agent did not. He took his frustrations with his job out on an elderly, frail man in an effort to make himself feel better.

I will not identify this particular agent by description or name due to his instability but I do want to let you know of this incident so that you might consider a sign at the entry to the line describing this policy of notifying someone of such things as knee and hip replacements. Perhaps, this will prevent others who visit your airport from having to undergo such an ordeal as my husband did.

Thank you for your time.

Sincerely,

Feedback Type : Request for Information
Categories : Traveling with Children; Screening (AIT, Patdown) Current Date/Time : 6/9/2013 1:58:36 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello,

My understanding is that the full body scanners are a new technology and (1) have not been scientifically tested for long term issues on the human body - much less pregnancies - and (2) therefore have differing expert opinion on actual safety.

I am pregnant and not willing to put my child's development at risk especially when other, less controversial, technologies are available for usage.

6/9/2013 3:19:36 PM

Recently I was travelling via the US and your policies require that I pick up my baggage and recheck it forcing me to then go through a security line. I was directed to a particular line and patiently moved through the winding security line until I found myself at the end lined up to go through a full body scanner. I advised a security officer conducting traffic of my preference and I was immediately 'offered' an 'opt-out' option which I was not provided details of and I therefore assumed was something similar to the old wand used if you had accidentally set off the magnetic detector. My husband and I were quite embarrassed as we were then singled out by the guard who began shouting 'opt-out' and 'have and opt-out here' several times.

This 'opt-out' option, in the opinion I developed through experiencing it, was quite invasive. When I was required to put my feet on the yellow stickers my legs were spread so far apart that I felt quite exposed, vulnerable and I would go so far as to say violated, especially since a stranger was feeling uncomfortably close to my private areas while in such a vulnerable position. In addition, prior to the procedure starting they asked me if there were any areas I was sensitive to having touched. When I calmly voiced my preference that my private areas not be touched I was relatively quickly surrounded by three security officers being quite belligerent with me. I am not exaggerating when I say I felt dirty - in the sense that I had been mildly sexually assaulted - when the security officer was finished with me. These feelings are there every time that I remember (including right now) being forced to spread my legs so far apart while a strangers hands touch my intimate areas. I felt that I was bullied into accepting this quite invasive procedure despite there being a perfectly valid option available, the old magnetic scanner, that was being denied to me yet provided to a whole line of other people who happened to be directed to the right line unlike myself.

On my return journey, as I approached the security person who was to review my documents I calmly informed them that I did not wish to go through the full body scanner and that I felt the 'opt-out' option was too invasive. I asked that they allow me to use the old magnetic scanner (which I had seen in use on the departing journey and is apparently opened for people for whom the full body scanner is not a reasonable option). This caused quite a lot of trouble. I was having to ask to speak with managers of increasing authority/knowledge. Most of those that I spoke with just said that they didn't have the authority as it was the policy but they were mostly polite. However, I must say that the senior manager on the floor was quite belligerent and bullying. The end result was that, after much bullying, harassment and time, I was allowed to go through the magnetic scanner. I vastly appreciated the help of the senior personnel who facilitated this which allowed me to travel by air without being violated.

I have a few members of family in the US that I occasionally like to visit and in the coming couple of weeks I would like to visit your country to shop for baby supplies as Canada (my preferred country) is a longer flight/distance from my gynecologist if there are any problems with the pregnancy. I would think a boost via tourism to your economy would be welcome. However, if I must face choosing my baby's safety vs my feeling mildly sexually assaulted and bullied I cannot in good conscience visit your country any more. It's just not a reasonable decision that you could possibly expect someone to make. I would like to point out that even the Israeli airport security, one of the strictest security forces in the world, has gone on record saying that the

From: (b)(6)
Sent: Sunday, June 09, 2013 2:08 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint

6/9/2013 3:19:59 PM

I would like to file a complaint. I lost the form that the manager of TSA at the airport gave me. Last Tuesday June 4th I was traveling back from Philadelphia to St. Louis, MO. Sadly the complaint form had the name of the officer I want to complain about. She is a black woman. I was flying in the afternoon. It was probably around 1pm. I did speak to the manager on duty about it. I fly almost every week for work. I fly domestically only for work. I am dismayed and frustrated that there is NO consistency between airports. What goes at one airport does not go at another so that makes it VERY difficult on travelers to know what to expect. This particular day I had on a business suit with matching pieces. I went through the scanner and the agent insisted I take off my suit coat because it is OUTERWEAR. Now I have gone through security without taking off my jacket or they pat down my arms and back if I dont. I was not able to take off this particular suit jacket because the tank top I had on under it was very small and would expose my breasts without the suit jacket. I explained it to the woman. I asked for a pat down. She said that would not suffice. I had to be taken in a back room and HAD TO take off my jacket. I had to wait for two female agents to escort me to a back room and not touch any of my items and be patted down in the back. They by the way did NOT insist that I take off my jacket. I could tell by their attitudes towards me and the situation that they felt it unwarranted and over the top. The irony of the situation is that one of the agents that took me to the back room was Muslim in traditional dress and covered from head to toe except for her face. Yet I was penalized because I did not want part of my breasts hanging out in public due to an unreasonable TSA agent. This is the first time I have ever filed a complaint because I know TSA agents have a job to do. Because I have not seen the data, I am not convinced that their actions are keeping us any safer and until I do, I wont see it as anything other as an inconvenience. What I would like to see is some consistency between airports. I would also like to see some civility on the part of the TSA agents. For whatever reasons, I see it time and again they get dug in to a particular position and because TSA has unlimited powers over us as travelers they can pretty much do and say as they please to us. I have a rule that I do not speak while going through TSA because I know they can use anything against me and prevent me from getting to my flight and getting my job done but this Tuesday I had to say something. I am a taxpayer and a citizen with no record. I had no reason to be treated that way. If I find the name of that agent I will write again because I really want her reprimanded and I want your agency to adopt consistency. I have seen plenty of them mess up. I always pack according to the rules. I am meticulous by nature and want to get through the process as quickly as possible so as to avoid issues and time lost. I have seen them let a passenger through on someone else's passport at Lambert and it was only discovered when the second passenger realized she had the wrong passport and brought it up to TSA while passenger one on wrong passport was already on his way to the gate.
Frustrated and feeling violated,
(b)(6)

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

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Remote Client IP: (b)(6)
Date Time: 6/9/2013 3:11:26 PM

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

6/9/2013 5:17:10 PM

Comments:This morning (Sunday, June 9th) around 6:30am in the Philadelphia airport, the TSA officers prevented me from accompanying my wife and infant son through the security checkpoint. They said I had to take a different route through the scanners, and when I said I opted out and would like to stay with my family, they made me go through a pat down screening instead of letting me follow them through the metal detectors.

The TSA website clearly states that parents of children who cannot be screened may opt out to stay with their family. Quoting from the TSA's "Traveling with Children" website:

"Parents carrying infants or children cannot be screened by the imaging technology. In addition, parents accompanying children may opt out of being screened by imaging technology to prevent them from being separated from their family."

There is no mention of "only one parent", yet not one of the TSA employees I encountered in Philadelphia were aware of the policies posted on the primary TSA web-page.

When I complained to the supervisor, he was rude and told me I didn't know what I was talking about. It was clear he had no intention of behaving any differently to any other travelers.

There is absolutely no reason to force a family to separate while traveling. It's already hard enough with an infant; having uninformed TSA agents implementing made-up policies makes travel that much harder.

To: All Supervisors and Department Administration
Date: 06/10/2013

6/10/2013 8:27:10 AM

The attention the main stream media and social media has received from video footage, pictures, and verbal accounts of encounters with security checks. It has been growing every year since the inception of the TSA and the procedures used to choose persons to be subject to further search during travel in airports across the country.

I request information that TSA collects that will justify such procedures. please include realtime facts of any and all American Citizens in the last 20 years that have been found guilty of Hijacking an American Plane and/or plotting terror among an American plane. these facts must be known to not be in any part, a conspired plot by any American Government agency.

There are numerous videos of TSA groping people including young children that are American Citizens, Im sure there has been many complaints of methods used to search and frisk passengers,

The other Item I request is statistics of the numbers of actual terror weapons thwarted by TSA agents. with the 1000s of people passing through security at the airports and enough suspicion to fully seach young kids from age 1 and up, this is cause for release of reasons why adults and children alike are being searched. with numerous persons fitting profiles of past terrorist and still having time to search non profile-fitting persons. I request all records and /or statistics of persons arrested due to the fact of the TSA finding tools from people passinf security points that would be used to commit terror,

with the billions of tax dollars spent to run the TSA and the years in operation there must be pages upon pages of terrorist arrests from the procedurres of the TSA and their commitment to thwart any terror activiy on our homeland.

Thank You for your Patiotism

Pursant to previous sprcial order WH
Authority Auth-true.htm

(b)(6)

6/10/2013 8:28:54 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/9/2013 9:31:59 PM
Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 06/09/2013 9:30 AM Airline & Flight Number : AA 1667 Checkpoint/Area of Airport : Gate K TSA Employee: (If Known) : unknown Comment : I went through the X-Ray machine at O'Hare approximately 8:40 AM and when I exited the machine a female TSA Agent immediately said she was going to pat me down. Without further comment, she proceeded to place one hand on each of my breasts, and then told me to go. I have had multiple surgeries for breast cancer and she did not even give me the opportunity to advise her of that and to please be gentle as I have constant pain in my left breast. I usually wear an insert in my bra, but never wear it when I travel because it is a gel substance. Therefore, I feel there was no reason for a pat down of my breasts (and in full view of other passengers). I feel very violated by this woman and would have tried to get her name, but my husband was in a wheel chair and I had to retrieve our carry-ons and quickly keep up with the person assisting us to the gate. I would like an explanation as to why this agent acted in the manner she did. I find this unacceptable behavior.

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

6/10/2013 1:55:09 PM

Disability Description: Caller will fly Saturday with her daughter age 13 from Salt Lake City to Long Beach, CA.

Caller is on TPN and she has a central line in her chest and her food and fluids are all done by IV into a port. She needs to bring her supplies with her.
Once before she had issues and her daughter was upset.
Her daughter wants to go on a trip again so that is why she is calling.

Response Details: Call dropped.
I called her back 801-636-0152.

Told her I am sorry she had trouble once before. Offered to take a complaint but she said it was last year and her main concern is doing better this time.
She said what happened is she put her items on the conveyor and thought she told them and her daughter had the bag and they told her daughter not to approach her.
She had a doctors statement inside the bag.
Somehow a bag of her fluid got zipped up in the bag and leaked and she had to replace some supplies while on her trip.
She does not want to do a complaint.

Told her it is important she keep her medication bag since it is hers.
Also I explained if something alarms and we do not know why we do not allow anyone to approach the bag. If a person alarms we do not allow someone to approach them.

Told her to pack whatever she needs in a tote or bag and inform the Officer up front that she has liquid nutrition and fluids.

She stated she has syringes to put it into the port.
I explained she may bring whatever she needs as long as she tells them she has it.
She is allowed her medical bag in addition to her purse and a carry on bag if all she has it it is medical supplies.

Told her to inform the Officer about her port before screening begins.
Offered information about the Notification Card but she stated she would verbally tell them.
Advised if we are unable to complete her screening with the AIT machine she will receive the patdown and under normal circumstances her daughter can be with her if she would like to have a private patdown.

She mentioned she wears a pump with AA batteries in it to deliver her fluids.
She wanted to know if it is an issue with the Airline for her to have it hooked up during the flight.

Told to check with the airline but I would not imagine it is an issue.

6/10/2013 2:13:33 PM

Feedback Type : Complaint
Categories : Disability Complaint; Screening Current Date/Time : 6/10/2013 12:23:25 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 06/10/2013 9:30 AM Airline & Flight Number : American #2783 Checkpoint/Area of Airport : B7 TSA Employee: (If Known) : Various Comment : My dad is 80 years old; has trouble walking etc. subject to electronic scan; then a pat down; then a chemical wand. The TSA agents were not very elderly friendly; P.S. my dad is a decorated Korean War veteran. He understands the need for safety; I saw this more as abuse. Very disappointing.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The caller has metal implants and has lost 200 pounds, so she has a lot of excess skin on her stomach. She is also elderly and 100% disabled.

Response Details: Advised caller:
She will need to provide her formal complaint in writing. I will forward her complaint to the CSM and our disability specialists and send her an email with instructions on filing the complaint. It must be submitted within 180 days of the incident.

Sent email. Sending to ODPO and CSM.

Incident Details: She recently flew from GUC and had a very bad experience. She stated that she went through the AIT and was selected for additional screening, which included a patdown. She thinks that they made her receive a patdown because of the excess skin on her stomach. She did not like receiving the patdown and the whole time it was being done, a male officer kept turning around and staring at her. She also stated that the officers got upset because of her liquid prescription medication.

6/10/2013 6:45:22 PM She has a metal rod from her hip to her ankle and a knee replacement. She is also elderly and 100% disabled.

The female officers were older and the male officer that kept staring at her was in his late 20s with long blonde hair.

She wanted to file a formal complaint because she feels that she was discriminated against because of her disability.

Airport: Gunnison
Airline: United Airlines
Flight #: 6158
06-09-13 at 6:55 p.m. she went through security
She does not know what terminal or gate

Caller stated that when going through the checkpoint, she was upset with the way the officers did her patdown screening. She let the officers know that she had a large metal implant in her leg and they made her go through the body scanner. She alarmed the scanner and the officers made her go through a full body patdown to where the officers touched all her private parts. She is very upset about this because it did not happen when she initially flew out to Orlando.

6/10/2013 7:21:37 PM Caller did not have any flight information to forward to CSM.

CCR informed her that she can call the CSM directly when she gets the flight information at 1-866-289-9673 opt 5 with the airport

Caller just returned home and Maui and she is disabled. The caller had a temporary Hawaii drivers license, elderly affairs picture ID and boarding pass. She was in the process of changing the name. They did not give her back the boarding pass, temporary ID and elderly affairs ID. The Hawaiian airlines agent put her name in and found her seat, because the TSO took her boarding pass. Caller questioned the TSO and he said you must have put it in the folder, which had the itinerary. She remembers the TSA man took her by the wheelchair and was given a wooden cane to stand and go through the WTMD. She was then taken to side for a patdown, because she did not provide a valid photo ID. She gave a grey-haired older man in a TSA uniform, her documents. One woman searched the carry on and another search the caller. This all happened in Kahului around 11:15 this morning. Caller went through 6 marriages and divorce decrees. Caller already contacted the CSM and left her contact information.

6/10/2013 7:45:15 PM Advised Caller:

You may contact the Kahului Airport lost and found at: 808-872-3421. You may also redial the number, select menu option 5 and enter the airport code. We will be forwarding your information to the CSM at the airport.

Airport: OGG
Airline: Hawaiian Airlines
Date and Time: June 10th 2013 10:40AM
Gate Terminal: One security for all departing flights.
Officer: Large framed Grey-haired Older man in a TSA uniform

6/10/2013 9:10:41 PM Caller had difficulties three years ago going through PHX because the AIT was not working and he had to go through the WTMD even though he had informed TSO of his metal implants.When he alarmed not only did he have to have a pat down he was then subjected to a secondary pat down in a private room.Caller wants to request an appointment for an AIT screening.

Relayed the CSM contact through option number 5 on the IVR and relayed the TCC number and he stated he had called in on the Cares line but it was not identified on the telephone screen.

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Remote Client IP: (b)(6)
Date Time: 6/10/2013 10:41:27 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United Airlines Flight 4875. Departing Durango for Denver at 5:59pm MDT on Monday June 10, 2013.
Comments:My concerns:
1. Inappropriate Screening / Pat Down Sreeening
2. Inconsistent screening (different practices between airports)
3. Long lines/lengthy wait at checkpoint
4. Discourteous / Rude Employee

6/11/2013 8:31:15 AM

On Monday June 10, 2013, I flew from Durango to Denver on United Airlines flight number 4875 departing Durango at 5:59pm MDT. My experience with TSA at the Durango airport was appalling and downright offensive, to the point where I plan to seek legal advice. I arrived at the Durango airport with enough time to check a piece of luggage from Durango to my final destination (San Francisco). After getting my boarding pass and checking my luggage at the United Airlines ticket counter, I immediately went to the security line. The security line was at a standstill for about 5 minutes with approximately 7 people waiting for their carry on luggage to pass through the x-ray machine and walk through the security gate. I am not sure what was happening during these 5 min as the other side of the security gate was not visible to me.

I spoke to the passengers waiting in line. All seven (7) passengers were on the same flight to Denver (flight 4875). As we were standing in line, the United staff member at the gate announced final boarding call for flight 4875. The TSA staff member who was overseeing the bags going into the x-ray machine proceeded to tell all us that he was aware we were on the flight that was currently boarding. He also expressed his ambivalence as to whether or not we made it on the flight. This TSA staff member didn't make any attempt to move faster. To the contrary, he actually appeared to move slower. He insisted that bags would need to be re-run through the x-ray machine if the bags were touching each other going into the machine (I have not heard of this rule at other airports). This TSA staff member was a Caucasian man with grey hair who appeared to be in his 50s-60s.

After waiting in line for approximately 10 min with only 7 people in line, I finally had my bags running through the screening area. At this point, I noticed that there were 3 additional TSA staff members on the other side of the security gate. Their roles appeared to be: (1) screening passengers as they walked through the gate (Hispanic man in his 30s-40s), (2) watching the monitor for carry-on luggage x-ray screening (Caucasian woman who appeared to be in her 50s-60s) , (3) the role of the 3rd woman was unclear (I believe she was suppose to be the manual screener for luggage and/or people?). The man who was responsible for directing people through the security gate was distracted. Once all my bags made it into the luggage x-ray machine box (past the flaps), I looked at the Hispanic man to receive the signal to walk through the human x-ray machine but, he was looking away. He didn't notice that I was waiting to pass through. Eventually, I caught his attention by making eye contact and asked if it was ok to walk through. He said yes. I walked through the human x-ray machine without a problem (no alarms went off). The Hispanic staff member confirmed that I had passed the screening. I waited for my personal belongings

Disability Description: The caller indicated that she has an implanted neurostimulator.

She he has demagnetised titanium rods in her back and neck.

She indicated that in the upper part of her buttock lower back she has an implanted computer that runs her stimulator. She has a card in regard to the device. She doesn t want to miss her flight. She will get there early.

Information Request: She asked if newer AIT technology is used or if the old ones are still in use at BDL. She indicated that knowing such would determine how what she can do at the checkpoint.

She asked if he advise of the computer ahead of time and expressed concern that TSO may think that it is a bomb.

6/11/2013 11:30:34 AM

She asked if there TSA s website is were she would go to see the prohibited items list. She indicated that she was on the website under Traveler Information. She asked if she should select the link for liquids.

She is traveling from BDL to SLC.

The caller mentioned that she thinks that she will be screened via a patdown as that seems to be the simplest way.

She asked if this applied at all airports.

Response Details: I explained that the information that I have indicates that BDL is listed as an airport that has or is scheduled to receive AIT. It does not indicate which technology is listed. I advised that she can determine this by contacting the CSM via 866 289 9673 and option 5.

I advised that she inform the TSO of the metal implants and internal devices before the screening process begins. Doing so, can help facilitate the screening process. If there is an alarm or anomaly. TSO will know that she advised of the metal implants
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 6/11/2013 12:51:38 PM

6/11/2013 2:20:50 PM

Name: Duplicate
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):June 10, Allegiant Air Plattsburgh, NY-Las Vegas Nevada Flight 569 approx just after 4 PM
Comments:I would like to discuss a terrible and stressful situation that happened yesterday with the "supervisor" on duty. I did ask for another manager immediatelly and was told he was all that was available. He was rude, mocking me, tormenting, and messed up and backed tracked at what he said-he tried to intimidate me and flat out lied about what he said and what happened. I want to discuss this on the phone with a manager, right away (b)(6) Thank you

Caller spoke with Bush supervisors, which he feels suffer from a power complex . He can not stand for a very long period of time and needs to sit during a patdown. The TSO at Bush stated that if you are looking for that you wont get that here. Caller was told by the TSO told that he wish someone would take his phone and throw it in the tarmac because he is tired of answering the phone of for these people when the information is on the website. He then looked at his companion and asked her what she thought she was was looking at. He talked to one of them June 11, 2013 4:30pm and the other 2 days perviously.
He goes overseas for business frequently and his leatherman tool never gets there. These are 70.00 tools and wants to know why. He does not have NOIs.
Another TSO at Bush told him the only way he can sit during a patdown was because the only policy they have is for the sticks and chair community (referring to persons with disabilities). The TSOs told him he sounds like he is one of those argumentative types of people.

6/11/2013 4:52:06 PM This was a 35 minute rant. He is mainly upset with the Rudeness and Inconstistency at the airports. For every question he has he is referred to the TSA by the airline and CBP.

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

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 stated that she needs to lodge a complaint about what she encountered at EWR on 1-14-12. She went through the scanner that shows naked pictures of her body. The TSA agent stuck her hands down her pants, and no one has contacted her regarding this. She doesn t know her name, but she filed a complaint with a supervisor at the airport on that day, and has heard nothing back. She wants to know how she can file a police report for that.

She had to stop the officer from doing that. The supervisor told her that it was a gentle slide out of the clothes, not inside of the pants. She thinks it is inappropriate and shouldn t have to be done once you go through the naked body scanner. She said there was nothing but skin down her pants and she had to stop her because she was touching her genitalia.
Flight details below:
Airport: EWR
Airline: American Airlines
Flight #: 119
Departure Date: 1-14-13
6/11/2013 7:07:01 PM Departure Time: 6:12 p.m.
Went through security: Anywhere between 3:30-6:12 p.m.
Terminal Gate: A 30-35

She was wearing either a turtle neck or sweater and a pair of baggy jeans. The agent who conducted the patdown was African American, between 20-40 with short dark hair. The supervisor was caucasian, short, 5 1 or 5 2, an older woman.

She wants to know when they will call her back.

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

I told her that we have no information in regards to when they will contact her back, but she if she hasn t heard anything back by next week she can always call us back and we can see what we can do from there.

6/11/2013 10:10:40 PM Your agent in the west palm beach airport did a pat down with black gloves that left marks on my white shirt. Use gloves that do not leave marks or if they were dirty they should change them before touching passengers. I will spend the rest of the day traveling with black marks on my chest. Very inconsiderate.

Called and spoke with another agent about his ostomy issues at CLE when traveling and mentioned the expedited screening process. Caller has GE and thought he was guaranteed he would be allowed through precheck everytime he flies. Has had for about a year and a half and has never been allowed. States he books his flights and hasn t been entering his PASS ID in the Known Traveler Field.
Generally flies United from ORD, works for the FAA on a contract basis and flies frequently.
When he goes through the AIT at CLE he states he has an ostomy and the agents don t seem to know what that is and he is required to have a patdown. Stated he had to rub his hands over the bag and his hands were tested for explosives, which isn t an issue and he had to have a patdown and has been questioned about the ostomy. States CLE didn t seem to know what an ostomy was and didn t share the information with the agent on the other side of the machine.
His bag was hand inspected the past 3-4 times he flew and he had a computer inside.

Response:
Explained to caller if an anomaly shows up on the screen going through the AIT it will require a patdown to complete the screening process, even if he informs the agent.
6/12/2013 8:42:50 AM Explained to caller if he doesn t want to go through either technology he can request a patdown. Confirmed the process for screening of an ostomy bag and advised he is welcome to speak with a supervisor while at the checkpoint to resolve any issues.

Explained the precheck process may only allow a passenger to not remove shoes, 3-1-1 bag and computer from the bag, belt, outerwear, etc. Will still have to be screened.
Advised to enter his PASS ID # in the Known Traveler field when booking future flights and if he continues to have issues he can contact the TCC within 72 hrs. of a denied flight and provide information, we can forward to the appropriate office for review. Explained his ticket should be booked in the exact name as on his GE card because the number is tied to his name.
Explained random selection only, not a guarantee and the difference between precheck and trusted traveler, GE.
Must be flying with a participating airline from a participating airport to be eligible. Consideration is given at the time of the booking, during the pre-screening processing.

Advised caller the screening technology for detecting metal objects in checked baggage is much stronger than the carryon and other items can also trigger alarms necessitating hand inspection of a bag.
TSA encourages passengers to transport valuables including electronics in carryon bag.

Feedback Type : Request for Information
Categories : TSA Pre?™ : Screening (AIT, Patdown) Current Date/Time : 6/12/2013 8:40:24 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
6/12/2013 9:58:41 AM TSA Employee: (If Known) :
Comment : I have metal knees. What is the point of a TSA pre screen if I still have to be patted down?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

TSA,

Yesterday I went through the SEA airport on my way home To Dallas. I entered the security line at 11:00 am and exited at 11:45. The reason it took so long was not only because of the very long line but because they subjected me to extensive security procedures. I am a 54 year old, white, Grandmother, who flies frequently. My husband is a corporate executive with a large American company, who also travels frequently and has pre-screening. After exiting the scanner they patted me down and then swabbed my hands, which showed an obviously false positive result. They then took me aside and swabbed everything in my purse and camera case. After waiting for a superior, they took me to an inner room and proceeded to do a rather invasive pat down. Afterwards they just said, "you can go".
6/12/2013 12:03:28 PM Why are you doing inaccurate tests and subjecting innocent law abiding travelers to such harrassment? Have you heard the saying, "straining out a gnat but swallowing a camel?" This is what you people are doing. How many white, middle aged grandmothers from Lewisville TX are suicide bombers?

To add insult to injury, I open my suitcase to find your, "notice of baggage inspection" and found one of my sweaters cover in white fingerprints.

I am sending this complaint to my congressman as well.

(b)(6)

From: (b)(6)
Sent: Tuesday, June 11, 2013 1:24 AM
To: TSAExternalCompliance@dhs.gov
Subject: Unprofessional Behavior by TSA employees at VPS airport, FL

TSA External Compliance:

6/12/2013 12:04:02 PM

I am writing to express my concern at the unprofessional behavior of TSA agents at the VPS Airport, FL. on 10 June 2013 approx. 2pm.

My son proceeded through the security area and opt-ed out of the AIT screening. He did so fully aware of the TSA's decision to require pat-downs of all travelers who do so.

One of the two agents who 'assisted' him exhibited behavior associated with anger and resentment at my son's choice, despite the clear TSA policy: "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".

Additionally, the agent slammed his carry-on luggage onto a table and proceeded to hand search through every bit of his carry on baggage AND wallet, examining every card and checking it against his ID. I have never seen a person's personal documents searched through in the security area.

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 6/12/2013 10:29:02 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My granddaugher was traveling from Orlando to Pittsburg with her school for a camp. Her mother had decided to braid her hair to eliminate stress. The TSA agent in Orlando and the agent in Pittsburg examined her hair. We need to know the policy, to avoid her being embarrassed in the future.

6/12/2013 12:04:19 PM

Thanks,

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

The caller wanted to transport a live plant as well as a fossil in carry-on luggage. Also, her son is a quadripelegic, and she is upset that his blankets must be screened. Also, she believes that he is discriminated against because he has to receive a patdown as he cannot be moved out of his wheelchair, and must wait for a long time to be screened.

Advised Caller:

Plants and seeds are permitted in carry-on and checked baggage after undergoing proper security screening.

Search Results For:

fossils

6/12/2013 12:17:22 PM

Check or Carry-on

You may transport this item in carry-on baggage or in checked baggage.

Passengers should inform the personnel overseeing the checkpoint line that they have difficulty standing or waiting in line due to a disability or medical condition before entering the line.

TSA personnel should honor a passenger's request to move to the front of the line.

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

The caller indicated that she has already filed a formal complaint, but believes this does nothing.

All accessible property, including blankets, must be screened before allowed through the checkpoint.
Caller stated was strip searched when she went to New York.
She flew from Long IslandMcArthur NY to Orlando International.
Part of it happened at Orlando but mostly at New York. She said she did not even have her underwear when she left New York.
She stated she is having anxiety now.

I asked if this was a patdown.

She stated it was.
She stated she is flying back out of Orlando International tonight to Long Island.

She said it happened 04-02-13.

I asked if she called us before.

6/12/2013 2:31:19 PM

She stated she has called several times.

Told her I am searching and find no record for (b)(6) at (b)(6)
I asked if she might have used a different phone number before.
She would not answer.

On Tuesday 4-2-13 she was at Long Island McArthur NY to fly to Orlando International on Southwest Flight #1097 Confirmation # CA55MDJ Departing at 8:20 PM.
She kept talking and saying something about leaving Orlando to NY and so I asked her to let me talk and help her.
I repeated the details she had given back to her and she said that is what she said but not what she meant.
She was unsure if it happened at Orlando International or New York.
Since she recanted the information I am not entering a date.

Told her if she arrived in Orlando TSA would not have screened her if she was at her destination.
(She seemed confused)
I explained we only need to screen when you are preparing for a flight.

She said she thinks something happened on Mother Day.

Caller wanted to get the patdown information for Macarthur NY. She was patted down and striped naked. She wants to go online and let the public know what TSA does when they have a patdown. She states when people come from international flights they need to know what to expect.

6/12/2013 3:49:24 PM

Advised Caller:

TSA does not have jurisidciton over international flights. She request the number for the department who does handle that.
We encourage you to contact the U.S. Customs and Border Protection (CBP) at (877) 227-5511.

She kept going on and on about her experience. I asked her if she had another question since she had already called about her patdown experience.
December 9, 2009, Caller advises that she was inappropriately touched by a TSO in Washington DC. Caller is wanting to file a complaint about this. Caller indicates that while going through screening, she was groped by a female officer.

Advised Caller:

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

6/12/2013 5:54:49 PM

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

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

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

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6/12/2013 8:59:43 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/12/2013 8:42:25 PM Airport : EWR - Newark International Date/Time of Travel : 06/12/2013 6:00 PM Airline & Flight Number : United 679 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am pregnant and did not want to go through the X-ray machine. I told the attendant and he mentioned it was safe but i was not about to take a 21 year olds word for it when my babys health is at stake. A sign with fda information and radiation levels like what is posted on your website would have convinced me but you have nothing posted. So the not so friendly officer screamed out "female assist". I waited. No one came, for approximately 5 minutes. The attendant was right in front of me and showed absolutely no concern for the fact that I was waiting. Neither did the other officers around who saw me waiting. I told them that I needed to go through and they showed absolutely no concern and just screamed out again " female assist" loudly but to no one. In short, I waited for over 13 minutes (according to my phone) until finally someone came when I insisted I talk to a supervisor. In those 13 minutes, several people were simply walked through the metal detector Because they were travelers accompanying minors with no pat down while i and another pregnant woman waited. After the pat down; I had to run to my gate and was the last person to board the plane. Your lack of signage advising about the radiation of the machine is silly, especially when you do had multiple signs about potential impact to undeveloped film! The lack of systems to get assists other than yelling out to thin air is backwards and clearly ineffective and inefficient, and ultimately, the absolutely lack of concern or customer service mindset of your officers is simply appalling. I hope you take this into consideration across airports. I am absolutely respectful of your work to keep us safe and never complain about any of you measures, but the least you can do is remember that you are paid for by us the taxpayers and at minimum, should act with a sense of urgency and customer service mindset.
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

6/12/2013 8:59:53 PM

-----Original Message-----
From (b)(6)
Sent: Wednesday, June 12, 2013 4:50 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA Complaint

To whom it may concern,

I have been retained by (b)(6) with regards to a Complaint filed with the TSA in January of this year. We sent a Complaint letter to the TSA, a copy of which is attached hereto, but have yet to receive a response. Please let us know the status of the Complaint, and what action, if any, has been taken with regard to my client's situation.

--
(b)(6)
Westlake, OH 44145
(b)(6)

January 11, 2013

Transportation Security Administration
Civil Rights & Liberties, Ombudsman and Traveler Engagement (TSA-6)
Multicultural Branch
701 S. 12th Street
Arlington, VA 20598

6/13/2013 8:29:43 AM

I dislike your "groping" procedure by a person of my gender can I ask for another gender?

6/13/2013 8:30:36 AM

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); 4th Amendment Current Date/Time : 6/13/2013 5:51:56 AM Airport : PHL - Philadelphia International Date/Time of Travel : 06/11/2013 Airline & Flight Number : US Airways #991 Checkpoint/Area of Airport : Security screening in Customs TSA Employee: (If Known) : multiple, name tags not obvious Comment : Recently diagnosed with breast cancer, I declined to go through the full body scanners. "Opting out" policy subjects you to intimidation, delay, denigration and overall hostility. I was told "opting out&quot: denies the option of the metal detector screener. The "pat down" seems designed to punish you for being a belligerent. The "low grade" radiation exposure they insinuate is "low risk" is anything but. "low grade" radiation lodges in the body instead of passing through like an xray. What is it doing to children and women of childbearing years?
Michael Chertoff et al is making a fortune from the machines. You are irradiating the entire flying public dangerously. Are you tracking birth defects and miscarriage and cancer rates? It would be less galling if you had only stopped the Boston Marathon bomber. I am a 66 yo silver haired 4' 11" female with a NY Irish ancestry. I am not the profile of a terrorist bomber. Screening policy should emulate the Israelis.
This absolute invasion of our bodies in the name of security is far more damaging than the NSA spying. We met New Zealanders who told us no one wants to come to America anymore because of the TSA harassment & irradiation exposure.
I want Janet Napolitano to read this! Her TSA has left a bitter taste to the end of an otherwise fabulous family trip to Italy!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/13/2013 10:08:35 AM

Good morning,

I just went through the TSA security checkpoint at the Cleveland (CLE) airport. I am a frequent traveler and have never felt so disrespected and unsafe going through a security checkpoint. As a pregnant women I opted out of the body scanner, which I have done many times before, the gentleman working the line had me wait by the baggage scanner, not unusual, my bags went through the baggage scanner and came out the other end and waited for me at the bottom of the baggage belt. I stood there waiting for over 15 minutes as my bags sat at the bottom of the baggage belt unattended. As I voiced my concern, about my laptop, purse and other valuable sitting there unattended, to the gentleman working the line, he replied with, "well, that's what happens when you choose to opt-out". I was in a security area, but felt as secure as leaving an unattended purse at a busy amusement park. I am highly disappointed in the lack of respect I received as a traveler, as a person, and as someone who went against the norm and opted out of the full body scanner because long term research has not been done on the affects of fully body scanners on an unborn fetus.

With that said, I understand you cannot control the actions of others and the comments they make but you can add additional security at the end of a baggage belt so when travelers wait in line for a pat down, away from their bags, they can still feel safe and secure.

Thank you,
(b)(6)

Caller and her husband were at LAS yesterday (June 12th) on the way home to Austin. They were in or at Annex C for their Southwest flight (480 scheduled for departure at 1710 hrs.). Their contact with the first TSA officer was obnoxious. She was getting a bin and the officer told her to give it a rest; he told her to get out of the way, then he took the bin and put it in the stack. Her husband exchanged some words with the screener following this.

She then refused the AIT and knew that she would be patted down. She understands their description of the process. She was asked to move over for screening. The female officer came up to her, and the caller asked her to change her gloves. She rolled her eyes but did so. She explained the screening process to the caller. She then went up the caller s inner thigh and according to the caller, pressed her hand into the caller s vagina. Caller questioned this and the screener disputed it. The screener became agitated, then did the same again and placed her hand against her labia and against her clitoris. Caller accused the screener of doing this again and advised that it was uncomfortable. Caller asked for a supervisor.

The supervisor (b)(6) came over and was very professional. The TSO showed the supervisor what she did on the caller and then did it again (caller avers that she was sexually assaulted now three times when this occurred). Supervisor (b)(6) gave caller a comment card and advised that he would review the procedure with the TSO. Caller left but then came back and asked for the person whom is in charge. She was given John Pistole s contact information. She asked who he was and was told he was the top administrator. Caller asked to speak to the person in charge there at the airport and advised that she needed to speak with them now. There was a delay, and then a woman finally showed up. Caller spoke to this woman, (b)(6) (b)(6) (b)(6) whom explained the complexities of the screening machines. Caller advised that this was not the subject of the complaint.

Additionally, her husband was patted down. There was no touching of his genitalia whatsoever. That patdown was done by the same officer whom gave her an issue with the bins.

6/13/2013 11:59:57 AM

Caller is very familiar with the screening procedure since she flies often. There was a woman with a dog following her whom was not patted down. Caller thinks that everyone should be patted down. Caller feels that she was retaliated against for opting-out. Caller said that she knows that the policy does not allow for screening of her person in the manner in which she experienced.

When she asked for the TSO s name, STSO (b)(6 and said they cannot provide the name of the TSO for security reasons, but she got it during the screening: TSO (b)(6 The complaint card said that she could ask for that information.

Caller advised that she felt that she was sexually assaulted three times. She cried for the remainder of the trip.

Relevant flight and event information was collected and appears below:

1. Airport: LAS
2. Airline: Southwest
3. Flight number: 480
4. Departure date and time: June 12th, 1710 hrs.
5. Approximate time of incident: 1645 hrs
6. Location (terminal or gate number): C Annex
7. Contact information (b)(6)

She wants the woman s head on a stake but will accept a formal apology, at the very least, from Office (b)(6)
Caller had a hip replacement and yesterday he was going from DCA to LGA Marine Air Terminal, Delta, Shuttle flights. Today he is at LGA and the procedures were different.
Going through checkpoint he told the TSO he had joint replacements and TSO mentioned the AIT and caller agreed, was told to take his shoes off and he said he was over 70 and the TSO said he had a choice and if he didn t want to remove his shoes he could go through the magnetometer. They took him aside and he had a thorough patdown and he said at DCA they walked him through without a problem. Understands there is a job to do and after he took his belt off and they measured his shoes with some kind of instrument was told he was free to go.

6/13/2013 1:46:55 PM

The supervisor then came to him and told him to take his shoes off and he told him he had gone through the magnetometer. Told supervisor what he had been told and he told the supervisor he would check into it and asked what is the correct procedure?
Caller asked about the proper procedures and consistency between airports?
Call dropped at approx. 1:53 PM.

Response:
No response, see note.

On June 11th, 2013, estimated time: between 6:30am and 7:30am.

TSA agents requested a bag search, hand swab, body search ("pat down and wand) after being cleared of the walk in full body scan. An additional search was performed on a travel bag and hygiene bag which contained a Galaxy Note phone, external power pack, colognes, facial care products, toothpaste, etc.
The hygiene bag was detached from my backpack and was carried away by another agent after two scans for further assessment as the initial agent checked other bags in question in my presence.
The agent completed his search and released me to continue past the checkpoint and to the food court.
I did not have my hygiene bag returned to me by the other agent.
Description: Black leather hygiene bag
Contents: Galaxy Note Phone w/hard cover, external power charger (white) with dual connector ports, colognes, etc.

6/13/2013 2:04:30 PM

Contact person:

(b)(6)

Or email (b)(6)

Thank you

Sent from Yahoo! Mail on Android

To: The Highest Official in TSA
From: (b)(6)

On May 28th, 2013 between the hours of 11:30 am and 1:30 pm, I was involved in a pat down due to the fact that I had forgot my identification. A pat down was acceptable and understandable. I was not offered the choice of a public or a private pat down. I was directed to the area to the right after passing through the body scanner. The pat down began. However, the young man involved in performing this task pulled my pants and briefs down exposing all of my left buttocks and some of my right buttocks. The young man never attempted to rectify the situation and I had been told not to move. My wife and those standing by, witnessed the entire event. The young man turned to my wife and said that wasn t supposed to happen (while he was grinning). He continued the pat down and still did not attempt to rectify his admitted error of personal violation. After he released me to move, I then pulled my under garments and pants up to cover my nakedness. My dignity was severely compromised due to carelessness!

I am positive that if you review your cameras you will see the details as I have described them.

6/14/2013 8:18:55 AM

My wife and I continued our trip to Orlando Florida and upon returning to DFW, I stopped to report this to the Lead TSA in charge at that time, (b)(6) I left her my name, and telephone number. I will list all of my contact information here for you as well:

(b)(6)

Tyler, Texas 75703

(b)(6)

Thank you for your immediate attention to this matter. I expect to hear from you very soon.

(b)(6)

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 6/14/2013 6:27:37 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
6/14/2013 8:19:54 AM TSA Employee: (If Known) :
Comment : I was taking pictures of my friend during a patdown at FLL on June 4, 2013 when 2 TSA agents told me to stop. According to the TSA website, this is allowed. If this is the case, why was I stopped? Is it allowed to do this at FLL?
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

Good Morning,

As a frequent traveler I have no issues with random luggage checks, scanners, occasional pat downs, hand swiping etc. I have had my bags randomly checked numerous times as I see the notice inside my bag upon arriving at my destination. Typically I can barely tell that items in my bag have been moved and the search has been done very considerately, in my opinion.

I'd like to share my most recent experience with a bag check which wasn't handled so considerately. June 6th I boarded a flight in HNL with a final destination in SRQ. This involved a transfer in ATL and was obviously a fairly long travel day. Upon arriving home and opening my suitcase I could tell that it had been searched even before seeing your notice. The contents were in complete shambles. I pack items that may leak inside a plastic bag as a layer of protection. I pack cosmetic items inside a zippered container to keep them secure. I also had purchased a souvenir glass that I had carefully wrapped inside other clothing to make sure it was secure. Due to the careless search of my bag the contents of the plastic bag and cosmetic bag were just dumped into the suitcase while all other items were randomly scattered around, therefore the glass was cracked. One of the items that could leak, did, so I now had lotion all over nearby items and I have 2 permanently stained items related to the dumped cosmetic bag. As this was a long travel day, these items had time to soak in and were not treated immediately to prevent stains.

6/14/2013
12:05:03
PM

I'll admit to being very disappointed in the careless manner that my personal belongings were treated. This is coming from one of the cheerleaders who tries to get people to lighten up over all the new checks, rules and inspections.

Does the TSA offer any type of compensation for these types of issues? The broken glass cost me $10 and the 2 stained articles of clothing would cost about $40 to replace.

Thank You,

(b)(6)

Name: (b)(6)
Phone#: Cell: (b)(6)
Mailing Address (b)(6) Thornton CO 80229
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.

6/14/2013 12:05:28 PM

I flew out of Billings Airport 6/2/13 at 0600. I got to the airport a little before 0500. When I got to TSA, the agent at the podium was rude when I was trying to deal with my toddler and didn't realize I was next in line. When I got to the actual screening, the agent at the the beginning told me I might have to get a pat down OR have 3 of my containers of my son's food tested, because of the size (they were food for my 1-year-old) & I told her I was fine with that. She was the only agent that was kind and polite to me. The male TSA agent at the end of the screening line told me I had too much food for the length of my trip. I have a problem with that, as he doesn't know how much my son eats, and I being pregnant, have to eat as often as my son does. Also, my trip was going to be a MINIMUM of 8 hours from my departure time in Billings to my arrival in my final destination, and I cannot afford airport food, nor can my son's food sensitivities tolerate it.
After this, instead of the 3 containers of food being tested like I was told, two very rude TSA agents tested EVERY food and liquid in my bag whether sealed or not, and whether over size or not. They emptied my bags COMPLETELY, and did not put things back where they found them, including my ticket and boarding pass. They would not let me hold my son while waiting to get patted down, would not let me put him in his stroller "because it hadn't been screened yet," and yet got upset at me, because he ended up wandering around. This whole pat down and hand-check process took over 45 minutes, and I almost missed my flight before even leaving TSA. The pat down itself was not done according to protocol: after telling me how it was supposed to be done, the lady did not use the backs of her hands for "sensitive areas." My son and I both felt traumatized by the whole experience, and I have NEVER had that feeling going through TSA in my whole life. I have been flying for almost 30 years, and have been in and out of Billings over a dozen times. To top it off, when I got to my gate, I almost could not get on my flight, because the agents doing my screening did not put my ticket and ID back where they got it, and I could not find it. Being 17 weeks pregnant, I do not need the kind of stress these agents put me through. In addition to all the other issues I had with the pat down and screening, I am wondering when it

Transportation Security Administration
Civil Rights & Liberties, Ombudsman and Traveler Engagement (TSA-6)
Multicultural Branch
701 S. 12th Street
Arlington, VA 20598

Complainant: (b)(6)
(b)(6)
Spring, TX 77379
(b)(6)

6/14/2013 12:05:29 PM

re: TSA Complaint
Security Checkpoint
Terminal 8
Bush Intercontinental Airport (IAH)
May 10,2013
1:00-1:45 p.m.
United Flight 4507
2:26 p.m. Scheduled Departure Time
May 14, 2013

To Whom it may Concern:
I am writing to formally complain about the distressing, overly invasive and extensive pat-down performed on me by TSA employee (b)(6) recently.
This event took place on May 10,2013 at IAH Terminal B, at about 1:15 p.m. I do not believe that the exam I received could ever be described as a "pat-down." I was subjected to an invasive, aggressive search that even involved searching certain body cavities.

As I went through the security area in Terminal 8 at IAH, I informed the TSA agents that I had an implanted intrathecal pump that required me to avoid the scanners and the

Disability Description: Caller is a diabetic. He wears an insulin pump, carrys diabetic supplies.

He feels as if he was violated at Tampa airport.

Caller asked questions concerning:

He is a type 1 diabetic and he feels he was mistreated. He gets his juice, vials, meter, and pump hand inspected. In the past this always worked out. TSO told him he could not bring one of his juice bottles. As a diabetic he feels it was necessary and should be ruled as medically necessary. He advised the TSO he was a diabetic and he needed some items hand inspected. She was very put out. She said he would need to get a patdown and all his item inspected, after he and all his items were cleared. When he had a patdown before he realized it was easier to disconnect from his pump. She called for someone to assist him and she told him to have extra procedures done he feels was unnecessary. He was an older gentleman who did the patdown. Another man came over and he had an attitude. They swiped all the inside of his baggage. When his juice was inspected it was placed in a box of some sort. He never had an issue with this before. He always uses bottles that are factory sealed. He had a total of 3 bottles, and was told one of them was alarming. He was told this particular bottle of juice was not going to be carried on. He had to allow 6 hours for travel. This process took about 30 minutes. If that vapor test was available why did they not do that in the beginning? He feels like he was violated as someone with a disability. He has several thousand dollars worth of supplies in his luggage and now is afraid to fly again. Tampa has done this to him before.

6/14/2013 5:07:49 PM

Airport: Tampa Bay
Airline: Southwest
Date: 06 12 2013 01:30 pm
email: (b)(6)
Phone: (b)(6)

Response Details: response from the template below:

(TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. TSA appreciates that you took the time to share this concern with us.

Caller attempted to fly on Monday from JFK to Orlando. Caller states that the lines at the airport were very slow and were continuously stopped. Caller states that when she did get to the checkpoint she was treated very disrespectfully by officers at the checkpoint. Caller indicates that the officers were extremely rude. Caller indicates that the officers did not take into account her disability. Caller is not satisfied with the fact that she is not getting to use the AIT machine because she has an animal. Caller feels that TSA does not accomodate people well enough that have medical disabilities.

Caller is wanting to know if there is any kind of expedited screening process.

6/14/2013 6:32:32 PM

Advised Caller:

We are sorry that you are not able to go through the AIT machine with your animal. You must remain with your animal at all times and while you are in the AIT machine, you will not be with your animal. You can be screened using the WTMD or by use of a patdown or both.

We do have an expedited screening process that is called TSA PRECHECK. It is important to remember, that even if a passenger opts in for TSA Pre\u2713™ with their airline or includes their CBP trusted traveler information when booking a flight, TSA Pre\u2713™ does not guarantee an individual expedited screening.

If you join on of CBP TT programs there is a 100 dollar fee that last for 5 years.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/14/2013 6:10:53 PM Airport : PVD - T F Green State Date/Time of Travel : 06/13/2013 4:30 AM Airline & Flight Number : UA3692 Checkpoint/Area of Airport : main TSA Employee: (If Known) : several - seemed to be policy of particular airport Comment : While I do have a complaint below, primarily I am concerned about the inconsistencies I have seen at this particular airport. Being a federal agency requiring consistency, I am a bit concerned about this airports zealous enforcement of something I don't *believe* to be actual TSA policy.

Specifically, I have recently learned that - when walking through the new scanners in use - removing one's belt is simply *recommended*.

I travel frequently, and have confirmed in several areas that this is only a recommendation. All involved are usually satisfied with the caveat that this recommendation means that the likelihood of needing a pat down is greater. I have also found that my belts are low-profile and I have never needed that potential pat down due to it.

Additionally, this has been the case at no-less than 8 airports over the last year. Most don't stop me, some do and we discuss the recommendation piece.

6/14/2013 8:03:16 PM

PVD seems to have its own interpretation, however. Everyone - probably 4 different officers stopped me regarding this. They also seemed to have quite a different impression of what "recommended" meant (when they would acknowledge that it was that). One mentioned that they would need to get a supervisor. I encouraged this as I certainly don't think a specific branch of TSA should be making up their own rules regarding air travel. The supervisor did not show immediately, so I progressed through to the scanner where I was told I would be patted down regardless because of the belt. At this point in time, I didn't care to fight these guys anymore. Pat me down, whatever, I've forgotten my wallet before and been patted down. Not the end of the world. Still, this wasn't enough, take off your belt... why? I don't know. Anyway, bigger fish to fry, right, and I moved on with the intent on sending this to someone else whom they would actually listen to.

My complaint portion is specific to a heavier set women with closely cropped red hair. At one point she commented "I'm sorry you're having a bad day" to me, as though that was why I decided out of the blue to make up my own TSA policy contrary to hers.

So, while I doubt the officers appreciated me trying to tell them how to do their jobs - who does? - I like to think I was polite as I could be, despite having to explain that removing the belt was only recommended and I was simply trying to save myself some time (lol, or not) at four different times. I found her comment to quite rude and very likely the opposite of constructive.

My request is simply for someone with the ability to communicate with the actual policy and its interpretation. Policies such as yours should be enacted evenly for safety purposes only and with the least disturbance to air travellers as possible. Generally, I believe we all have the same goals and I think overall this group probably does fine work (all staff were working diligently and were very well distributed, the lines moved quickly, etc); I simply think that they have an interpretation that is not the standard. If that is not the case, then nationally we have some problems.

Please ensure that this standard is either communicated to them (or, all the other airports in the nation other than them) please.

I am requesting a response as I would like confirmation both on interpretation, but also that this has been communicated to the PVD supervisors.

6/15/2013 12:40:46 PM

Caller:
Caller is missing his TSA locks from his last two flights. They were missing from Orlando in April and this time from MSY. He has a NOI. Nothing is missing inside of the luggage. He paid $18 for two locks in the airport. He is 79 years old and been flying since 1944. Last April at EWR they made him remove his belt. While he was using the AIT his pants fell to his ankles. Then he had to go through a patdown. Now he uses a rope instead of a belt. Why would they not put is TSA lock back?

Response:
I apologized to the caller that he is missing his TSA locks.

You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response.

6/15/2013 1:23:42 PM

I had prostate cancer surgery in 1996, during which they removed my prostate gland and placed 4 or 5 titanium clamps on the arteries that entered the prostate gland to keep them from bleeding.

These small clamps show up on an x-ray.

I don't feel that I should have to submit to a pat-down when the only thing a body scan would show is the internal titanium clamps.

I recently spoke with a representative at your TSA Cares Hotline and she said that even though the body scan would only show the titanium clamps I would still be subject to a pat-down which would include the TSA agent feeling between my legs all the way up until they touch my genitals.

I feel this is obscene and unacceptable.

I request that if I submit medical proof of my surgery and statements from my oncologist that the titanium clamps were placed to seal off the arteries that I should not be submitted to the humiliating pat-down described by your TSA Cares Hotline.

I am getting older and less able to drive the 600 miles every summer to visit my grandchildren. When I am no longer able to undertake a trip of that distance I will never be able to see my grandchildren again as long the TSA performs obscene pat-downs without any evidence supporting such a procedure, but, in fact, with evidence supporting that such a pat-down is totally unnecessary.

Please let me know if you can provide me a letter of exemption for a pat-down if the body scan clearly shows that the only questionable device setting off the alarm consists of the titanium clamps.

I have copied my state senator, (b)(6) on this email.

Thank you.

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

6/15/2013 3:21:42 PM

Feedback Type : Complaint
Categories : Locks; Screening
Current Date/Time : 6/15/2013 2:06:36 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 06/14/2013 12:00 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Security check TSA Employee: (If Known)
Comment : A security lock that has worked for more than six years was apparently destroyed.Why? Where are the remains of the lock? How do I get OUR remains back?
During the screening event there was no female available for the pat down! After a 5 to 10 minute wait a female from another station preformed an incomplete search.
I want to speak to a supervisor in person.
Sent 6/15/2013 @ 1345.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/15/2013 4:23:01 PM

Disability Description: Caller states that he is 80 years old. He has a hip replacement.

Incident Details: Caller flew out of DCA on 6-12-13. Caller went through the checkpoint with no issues because he used the over 75 screening lanes.

Caller states that the next day he flew out of LGA. Caller states that he was told that he had to take his shoes off or he would then need to go through the WTMD. Caller states that he was subjected to a patdown due to his metal hip implant and ETD of his shoes.

Caller states that he got about 10 steps and was told to come back to the checkpoint because he was required to come back and take his shoes off. Caller states that he was given the reason that he set the WTMD off. Caller states that he told the officer that he always sets the WTMD off due to his implant. The caller then explained what happened in DCA to the officer, who then became annoyed at the caller.

Caller does not want this forwarded to the CSM at LGA, as he feels that they will just brush it under the rug, because the officer that was being rude to him was supposedly a Supervisor there. Caller states that he will be completing his complaint with the DOJ against said officer.

Caller would not allow me to start or complete the disability complaint portion of the record.

Feedback Type : Security Issue
Categories : Pat-down; Miscellaneous/Other Current Date/Time : 6/15/2013 5:21:56 PM Airport : LAS - McCarran International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :

6/15/2013 6:07:08 PM

TSA Employee: (If Known) :
Comment : I am on a watch list and would like to know why. Please contact me as soon as possible.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I am a 73-year-old female with 2 knee replacements. As a result, when I fly, I always have to undergo a pat down. Sometimes, these are quite unpleasant, especially when I am banged between my legs - often twice - with the side of the examiner's hand. Sometimes, the examiner is very pleasant. I have sent - at least twice - perhaps more - favorable comments about such exams. I don't understand why all that is done to me is necessary, especially the explosive residue check. I'd prefer the former metal detector wand!

Despite my intensive dislike for these exams, I appreciate all you do for air travelers' security. That is why I am letting you know about the following.

On 12 June 2013 I was in line at the security check at Sky Harbor airport in Phoenix, Checkpoint 4. I was there early to catch a 9:55 a.m. flight. While waiting in a long line, with lots of people waiting in between the ribboned zigzag line, I saw a greenish suitcase on the floor at the beginning of the check system - where the bins are. As I got closer, the suitcase was still there. I reported it to a man in uniform (light blue shirt). He completely ignored me. I then walked to the walk-through screening device, losing my place in line, and told the TSA employee there. She reacted immediately, and called someone to come.
A male TSA employee came, picked up the suitcase, and put it over a partition behind the baggage belt. He took his time. I saw no indication that the abandoned suitcase was a cause for concern.

I learned that the employee in the light blue shirt was a "contractor." That apparently explained his lack of reaction. Shouldn't all employees in a crowded pre-security check area, when an abandoned suitcase is reported, either be required to react or to direct the reporting person to the appropriate personnel? Uniform colors are not well-known enough to me to be able to distinguish who is and who is not a TSA employee. That is probably true of other people going through security as well.

6/16/2013 9:30:40 AM

I can only laud the lady at the security gate for her quick response, but I was frankly appalled at the time it took for her to get a response to her call, and then the casual nature of the response.

Surely you have video you can use to check the accuracy of what I have described here.

Thank you for your attention to this matter. I do not need a reply from you. I hope, however, that you will do what is needed to see to it that an abandoned suitcase in a crowded -pre-security line is better handled - as a matter of course.

Thank you.

(b)(6)

The caller stated that he had a very bad experience at LAX when going through the checkpoint with his family. He stated that he was told by TSO (b)(6) a male, that the machine (AIT) was broken and it would be 45 minutes before it would be working again. However, he sent another family through. When they received patdowns, the female officer, TSO (b)(6) a female, did not ask her if she wanted a private screening. TSO (b)(6) a female, helped with the patdown. He also spoke with Supervisor (b)(6) at the checkpoint. He was at Gate 68A and flying with Alaska Airlines.

6/16/2013 1:23:42 PM

LAX going through Gate 68A Alaska Airlines
Airport: LAX
Airline: Alaska Airlines
Flight #:
Date and time: 06-16-13 at 10 a.m.
Gate 68A

Sent email:
I will forward his complaint to the CSM.

Callers wife traveled from LAS and she went through checkpoint D. She placed an item in the scanner, but when she received a patdown the item was missing. She put her purse with cell phone in a rubber container. They pull her purse out of the container and place it on the belt. A blackberry was in the corner pocket was the purse and her blackberry was missing. It may have fallen into the machine, but the agents did not know and were not helpful. He contact the lost and found and filed a missing item report. Caller wanted to file a claim and complaint.

Advised Caller:

Security Officers receive training to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened your belongings are returned to the same condition they were found. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Support Manager (CSM) at that location. You may wish to file a claim for missing and or damaged items by completing a claim form. A claim form will be sent to you within 24 hours of this response.

6/16/2013 2:06:52 PM

Airport: LAS
Airline: Unsure
Flight Number: D916
Date and Time: June 15th 2013 4:20-4:59 AM
Location: Checkpoint D
Description of Item: Blackberry 9350 Serial Number for the phone is: (b)(6)

Caller s son just turned 21. He was supposed to fly from PDX to SAN with Spirit. He arrived 30 minutes before the flight and was told by Spirit airlines that he could make it, but would have to run. He told her he walked through and was told to step to the side. She says he has metal in his body and may have triggered an alarm. He was traveling with his friend. They were detained at TSA. He was strip searched in public and they were looking for drugs; however, he did not have to remove his clothing. She feels that he was profiled because he is in a rock band. He has long hair and tattoos. She says that the officer had on a glove and went under his clothing and put his finger between his buttocks and felt his genitals. He says they touched his penis under the clothing. This was all done in public. She says that he was treated harshly and inhumanly. She says that she travels all the time and has had patdowns. She says no one has ever done anything like this to her. She says that he is now at a train station waiting and won t get home until Tuesday. He is afraid of the airport and says they would have raped him if it had been in private. She told him she would buy him another ticket, but he says he is not going back to the airport because he is afraid he will be raped. He works at the YMCA and works with children. She says that it was difficult to get this job and he had extensive background checks along with drug tests. She says he was profiled based on his appearance. He told them he was going to miss his flight and asked them for help. He asked them to show him to the gate and let the airline know he was detained. The officer refused and told him this was his problem. Caller says he does have a disability. In her exact words, he is not playing with a full deck. She says he has short term memory loss as well. She added this information and did not say that it had anything to do with the screening. She says he was profiled because of his rock star appearance. She doesn t have his exact flight information. She doesn t know what checkpoint this was. She says it had to be the one that a passenger flying with Spirit airlines would have used.

6/16/2013 3:11:17 PM

Passenger s Name: (b)(6)
Airport: PDX
Airline: Spirit
Flight Number: 470
Date and Time: 06 16 13
Time through security: 5:40 a.m.
Flight time: 6:05 a.m.

Advised caller:
Advised caller that if an alarm sounds or an anomaly is detected, a patdown is done to resolve this. This is a full patdown of the entire body. Advised caller that if a patdown is for a sensitive area, a private screening is offered.

I will forward a copy of this information to the CSM to make them aware of this situation.

This message was sent to you and also to Austin Office. I would like some kind of response to the specific situation. Let me know the next step. PMO 6/16

On May 14, I registered for Delta flight 1206 leaving Austin, Texas, at 5:50 pm. While going through security, I set off the alarm because I forgot my passport in a side pocket of a pant suit I was wearing. The woman who directed me to an area where I was to receive a pat down was extremely rude to me. I was becoming worried that I would miss my flight because the person who was to do the pat down was not available right away. I don't know why... but when she arrived, she was very calming and respectful and she is the one who told me I could log a complaint. I filled out a complaint form as soon as I had completed the security check and asked for a contact from someone. This has not occurred.

I feel like I was treated like a criminal by the first woman. Her voice tone, facial expression and then refusal to answer my question about how long I would need to wait for pat down. A small gesture or giving information would have helped me immensely.
This person stood talking with her male colleague and laughing, etc... so why not treat passengers respectfully. As it was, I arrived at my gate just as the loading was beginning.

6/16/2013 3:17:48 PM

This experience makes me wonder about the Austin, Texas Security...

(b)(6)

Bemidji, MN 56601

(b)(6)

Disability Description: Caller is in a wheelchair.

Response Details: Advised Caller:

We truly do apologize, regarding the experience you have. Our Officers receive training to properly accommodate for persons traveling with disabilities. We will be sending the information to a disability expert, regarding the issue you reported. We will be sending you an email with instructions to file an official written complaint.

6/16/2013 5:01:29 PM

Sent Email.

Incident Details: Caller is in a wheelchair and when he went through, they went through his luggage without him being present. Caller told the gentleman when he was getting a patdown that his leg cannot be moved. He tried moving it and he was in a lot of pain. Caller stated this was the first time he felt so humiliated and abused. Caller is still in a lot of pain. Caller was flying JetBlue and at Gate F5. Caller must see an orthopedic which is not covered by his insurance. Caller is in FLL traveling to LGA.

TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information.

Are you aware that MOST law enforcement are terrorists themselves. Beating innocent unarmed people and breaking the rules to do so. You.... ha, hope you feel good about molesting little kids in wheel chairs to look for bombs, and exposing people to that stupid x-ray machine so you can see their gentiles. What a sad excuse you have to grope people and violate their rights. I am aware that you have not caught one terrorists using these methods.... With the recent terrorist attacks you would think that you did find someone. But nope. you are probably the ones letting them in!

6/16/2013 5:14:01 PM

On Sat, Jun 15, 2013 at 5:40 PM, TSA-ContactCenter <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" \nTSA-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 HYPERLINK "http://www.tsa.gov" \nwww.tsa.gov
homepage. Just type in the item name into the box, hit the "submit"
button, and the tool will tell you if it's permitted or prohibited in
both carry-on and checked bags.
The Travelers <http://www.tsa.gov/traveler-information> page has a
great deal of information, including acceptable IDs, traveling with

6/17/2013 11:43:52 AM

Caller was traveling through the SEA airport on 06-12-2013 at 6:00 am flying on Southwest from SEA to Chicago. Caller was going through Gate B, She was told that she will have to undergo a patdown procedure for wearing a dress, The TSO told her that everyone wearing a dress must go through a patdown procedure. Caller said she felt very uncomfortable by that statement and procedure. I told caller that I will forward her complaint to the CSM at the SEA airport.

Caller wants to register a complaint at the highest level possible. She flies out of SMF. The last four times she has flown from there, she was assaulted by TSOs. Every time she goes through SMF she has to have a patdown. It does not happen at any other airport and she has flown from several different airports. She does not believe she should be patted down every time she flies through that airport. She said she has read the TSA procedures on patdowns and she knows the following: If there is a patdown it must be conducted by a person of the same sex, they must use the back of hand and gloves, the passenger must be warned and have time to respond, the TSO must ask if there is a reason not to touch a certain area, and they have to tell the passenger what they are doing.

Early Friday morning she had a minor surgery and had a complex wound in the under side of her arm. The TSO told her that she must patdown the caller, she then poked the caller in the wound. The pain was explosive. The TSO dislodged the drainage tube and opened a stitch. Caller was furious, but walked away because she knew she had to get to SEA.

When she arrived at SEA, she spoke to an STSO. He gave her the names of (b)(6) and another person but ultimately she was told that she needed to talk to the TSOs at SMF.

So, last night around 11:30pm, when she arrived back to SMF off Alaska Flight Number 720, she asked STSO (b)(6) for a contact number for FSD Kimberly Siro at SMF. (b)(6) refused to give her the contact information. She handed the caller a comment card instead. Caller told the STSO that this was way too serious for her to only receive a comment card. Caller told (b)(6) she wanted to talk to the person in charge of TSA at SMF. (b)(6) told her to just fill out the comment card.

Caller stated that anyone will understand her rage. Caller said her next call is going to be to Congresswoman, Doris Matsui.

6/17/2013 1:44:21 PM

Incident Information:
Airport: SMF
Airline: Alaska
Flight Number: 820
Date and Time: June 14th between 5 and 6 pm
Location: Terminal B

I asked her if she felt as though this was disability or medically related discrimination. She said she did not know if it is discrimination of any kind, she just knows it happens every time she goes through SMF and it does not happen any where else.

I apologized to the caller and told her that I would send this information up to the CSM at SMF. She said she wanted to know who she could speak with higher up than someone at SMF, perhaps someone in Washington. I told her I could give her the Headquarters address. She wanted to know if there was a phone number for headquarters. I told her I do not have a phone number, but do have the address. She took the address:

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

6/17/2013 2:09:48 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/17/2013 12:50:15 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 06/15/2013 Airline & Flight Number : AA 886 Checkpoint/Area of Airport : Terminal D
TSA Employee: (If Known) :
Comment : I was next in line for the scanner and the TSA agent failed to tell me to step up to the scanner and when he relised that I was waiting he yelled at me that "I needed to learn how to participate" I then told him you need to give instructions. I went through the scanner and passed and then was patted down???? I can't help but think the pat down was harrasment after passing through the scanner because I had the nerve to tell the rude TSA agent to give instructions.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/17/2013 2:09:54 PM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 6/17/2013 12:30:34 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Please explain if I am *required* to tell a TSA agent *why* I am opting out of AIT/Machine screening? When I answered "its my right to opt out," I was told by the TSA Agent "its our right to ask why." I have *never* been asked why in the many many times I have traveled and opted out, so I felt this was quite intrusive and frankly, none of TSA's business.

Also, please describe what data was captured from my driver's license and boarding pass when they were given to *another* TSA agent after my patdown so he could "log" my information onto a record "just in case you decide to complain." Would you like a response? : True Passenger's Name : Provided if necessary for investigation Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Civil Rights/Liberties
Categories : Age
Current Date/Time : 6/17/2013 12:30:29 PM Airport : DEN - Denver International Date/Time of Travel : 06/16/2013 6:00 PM Airline & Flight Number : SW 2061 Checkpoint/Area of Airport : North Checkpoint TSA Employee: (If Known) (b)(6)

6/17/2013 2:09:55 PM

Comment : My 17 yr old son had hands swabbed. Officer (b)(6) seemed to swap swabs with others on the counter before submitting swab to detection device. Device claimed Explosives Detected. Full body pat down completed in separate room by supervisor. Officer (b)(6) called to assist. Further swabbing occurred by supervisor. Officer (b)(6) took swabs to detection device. I (mother) accompanied him. No Explosives Detected. This officer was intimidating to my son and suspiciously using other swabs in original detection device. He backed off when he saw I was accompanying my son. Minors should be safe to travel unaccompanied but this situation could have easily resulted in a false positive if I had not been present to monitor Officer (b)(6) actions.
Would you like a response? : True
Passenger's Name (b)(6)
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 would like to issue a complaint against the TSA officers at the Denver International Airport. On June 11, 2013 my husband, myself and my 13 month old daughter where traveling and had quite an experience going through security. I have been traveling with my daughter since she was born, always understood the following:

I could travel with breast milk or formula but they would need to be tested. In the past I had no problem with this ruling as the container is unsealed and I COMPLETELY understand the need to test this.
If I was traveling with babyfood and it was homemade, it would need to be tested. If it was sealed, new babyhood (i.e. bought from a store), no testing would be conducted.

On June 13th, after a year of traveling with babyfood, TSA suddenly informed me that I would either have to:
a) open the previously store-sealed babyfood for testing, or
b) undergo a full pat down and all of my luggage would be hand searched.

Opening store bought babyfood spoils the food. As it has to be refrigerated after opening.

6/17/2013 4:18:27 PM

Undergoing a full pat down and having my previously TSA screened and checked luggage hand searched in no way ensures that the sealed babyfood I am carrying with me isn't contaminated.

Look, I understand TSA's policies are a necessity in today's world. I understand testing anything that is unopened. But causing me to spoil food that is being brought on for a baby or undergo non related additional security screenings because I am a mother is utterly ridiculous.

I called over two sets of managers to complain and was repeatedly told these were my only two options and that they were sorry those that came before them "didn't do their jobs properly." I asked to see their SOPs as this was a new rule that after a year was suddenly being enforced. They told me they were unable to show me those. I did not catch the first "manager" name but she was quite rude and less than understanding. (b)(6), who is cc'd on this email, did understand my concerns yet seemed less than clear on the policies himself.

I urge TSA to get your policies in line with what makes common sense. If the babyfood would have been in less than a 3oz container it wouldn't have even registered with you guys and it could have been unsealed (as all our other liquids are). I repeat again TESTING SEALED BABYFOOD MAKES NO SENSE. NOR DOES GIVING ME A PAT DOWN FOR BRINGING IT ON. Pat downs are humiliating and had I not had my husband with me, where was I supposed to put my baby?

(b)(6)

From (b)(6)
Sent: Monday, June 17, 2013 1:58 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint To TSA

Dear Sirs;

6/17/2013 4:19:37 PM

On Sunday June 16th I traveled on JetBlue Flight 509 from Newark to Ft. Lauderdale. I understand and appreciate the job TSA does to make flying safe not only for me, but for everyone. As a result I grin and bear the screenings, the pat downs and the searches of my luggage as a price we pay to be a little safer from the threats which exist in our world. Yesterday though I experienced a problem which candidly was the result of some of your staffers who simply lacked respect for my belongings which they were searching. To make a long story short, before going to the airport I went to a Restaurant in Clifton, New Jersey and purchased two quarts of hot dog relish (the only place that this relish is sold) and a pint of seasoned mustard. They were packed in my check through bag. I fully understand and appreciate that when run through an x-ray, hot dog relish may not (probably is not) readily recognizable. So I was likewise not surprised that my bag was selected for a further inspection, opened and searched. The relish was packed in plastic containers, which were in paper bags which were then placed into a plastic bag to prevent spillage. A person of any intelligence clearly would have discerned that when they opened my bag. During that search they noted it was a food stuff, however they removed the plastic containers from their paper bags and plastic outerbags and just shoved everything back into my suitcase. Suffice it to say that on arrival at home I had a suit and sport jacket slathered in relish with much less then I started with in any plastic container. As a result I now have to get my clothes drycleaned, my suitcase cleaned and I will not be able to consume the spilt relish. This is most unfortunate in that all the searching officer needed to do was to simply resore the items to their prior condition.

I doubt that anything can be done to rectify my inconvenience, but hopefully you might enforce a policy of putting things back as they were when conducting your searches. I remain:

Sincerely,

The caller stated that she flew from LAX on May 30th and the TSO informed her that since she had baby formula and food that was over 3.4 ounces and that he could not see through them, that one of the adults must undergo a full patdown. They were able to put some of the items through the bottled liquid scanner, but they still had her husband receive the thorough patdown, which she stated was very thorough and somewhat intrusive and she is upset about it.

6/17/2013 5:26:05 PM

Airport: LAX
Airline: Virgin American
Flight #: Doesnt remember flight number
Date and time: 05-30-13 at 9:30 a.m.
Location: Terminal 3

Advised caller:
Generally, the baby exemption items must undergo additional screening. I will forward her complaint to the CSM so they can review the incident.

Feedback Type : Request for Information
Categories : Other; Screening (AIT, Patdown) Current Date/Time : 6/17/2013 5:21:40 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : On June 16th, at approximately 5pm, I entered the security area of Terminal 4 (security row/gate 5) of the JFK International Airport. I declined to be screened by the xray/backscatter machine. The TSA Agent asked if I was opting out and I said "yes." He then asked "why?" I was surprised by his question, and responded that it was my right to opt out. He then said "yes, and its our right to ask why." Being somewhat intimidated, I responded "medical reasons."

I was then escorted to the private area I requested, but when I was told I was finished, I asked for my Driver's License and Boarding pass back, but was told that it was in another TSA Agent's hands, being logged. When I asked why, I was told it was being logged "in case you complain about what happened here." When I said that's never happened in the dozens of times I've flown, the response was "every airport is different." I asked "have the rules changed since Wednesday?" I was told "I just flew on Friday." Which meant absolutely nothing to me, and did not answer my question.

6/17/2013 6:51:40 PM

I then finally responded that if that was the case at JFK, I would never fly into JFK again, to which the TSA Agent responded "get used to it."

At no time did I indicate I would complain, and in fact assured the 2 TSA agents who did my patdown screening that they did a fine job and I had no issues.

My questions/concerns are:
1) Where is the regulation that allows TSA Agents to ask WHY I'm opting out?
2) What information was taken from my Driver's License and Boarding Pass?
3) Where is the regulation that allows TSA Agents to log my ID and travel information?
4) How is my information kept secure and private?
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said she flies a lot on Southwest and was told by the airline that hair spray could be placed in her checked baggage. Caller has flown out of Oklahoma and the hair spray went to Louisiana with her. Today when she flew from Louisiana to Oklahoma. Caller got home and found three Notice of Inspections in her baggage, one of the Notice of Inspections had one hair spray removed and the caller wanted to know why her hair spray was taken out. The caller also said when she flew she was wearing a new pair of jeans with elastic waist and the AIT at both airports indicated an anomaly in her back pocket. The only problem with that is the jeans do not have back pockets. Caller asked the TSO s at both airports why was it saying she had something in her back pocket and she had no pockets. The TSO s at both airports notified their supervisor.

I advised the caller:
6/17/2013 7:31:50 PM

She would receive a claim form and instruction in 24 hours. I told the caller to fill out the claim form and send it to the address on the claim form box 1 and mail the form to the Claims Management Branch. Claims Management Branch will respond with a letter of acknowledgement and a claim number to monitor the claims process on the tsa.gov website. I told the caller that the claims process was under the Federal Tort Claim Act.
As TSA screens bags for prohibited items, TSOs may find dangerous or hazardous materials inside checked baggage, which could include common household items. When carried in checked baggage these items may present a threat to the safety of the aircraft. Aircraft operators are notified when these items are found, and they will make the final decision to remove or allow dangerous or hazardous materials from checked bags following inspection.
Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

The caller flew yesterday. She stated that when she arrived she was without her cash. She stated that the agent told her that he was checking her luggage while she undergo a patdown. She is missing 28,000 Jamaican Dollars or 24,000 Jamaican. She asked how soon she needs to file the claim. She asked why her baggage was taken away from her and screened out of her view.

They are not required to keep the baggage in the passengers view.

Passengers have two years to file a claim. I apologized to the caller for the manner in which their bags were handled and explained that the 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. 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. Claim forms are also available on our Web site at www.tsa.gov. 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. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

6/17/2013 7:43:13 PM

The callers flight details and baggage description are as follow:

Departing Airport: IAH
Destination: FLL
Airline: United airline
Flight Number: 1238 @ 440 pm
Terminal: C
Gate: C34
Date and Time: June 16th, 2013 @ 3:30 pm
Baggage Description: Floral beige with cream and brown leaves. She stated that it does have some green. The currency was inside the bag.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 6/17/2013 6:58:01 PM

6/17/2013 8:20:01 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Portland Oregon-terminal that would have given me access to Gate D on Monday 06/10/13 at 10am
Comments:i was informed that i tested positive in 5 areas. i asked where are these areas? i was told they couldn't tell me. i was informed that i would need to me patted down. i informed employee i had on no underwear, no bra, pull on pants with no metal, a camisole and a sweatshirt. asked again where did i set off an alarm? they couldn't tell me. i again said i wouldn't be patted down in public. i was rudely taken to a very small closet that in appearance looked that it was used for storage and occasionally pat down/inspections. a tas employee put on a pair of gloves and started to inspect my hair as if i was her baby chimp and she was looking for bugs! i asked for the inspections to halt. a tas employee that i do not know her name, however she is missing her front 2 upper teeth and is lacking in proper hygiene (she shouldn't be to hard to locate) was rude. her attitude was inappropriate. the bottom line is i was physically frisked, groped, grabbed by a tas employee. i could either allow this to happen or miss my flight. i would like to know what 5 areas i set off, when i was wearing basically nothing. i had no metal on my person.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 6/17/2013 6:58:01 PM

6/17/2013 8:20:01 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Portland Oregon-terminal that would have given me access to Gate D on Monday 06/10/13 at 10am
Comments:i was informed that i tested positive in 5 areas. i asked where are these areas? i was told they couldn't tell me. i was informed that i would need to me patted down. i informed employee i had on no underwear, no bra, pull on pants with no metal, a camisole and a sweatshirt. asked again where did i set off an alarm? they couldn't tell me. i again said i wouldn't be patted down in public. i was rudely taken to a very small closet that in appearance looked that it was used for storage and occasionally pat down/inspections. a tas employee put on a pair of gloves and started to inspect my hair as if i was her baby chimp and she was looking for bugs! i asked for the inspections to halt. a tas employee that i do not know her name, however she is missing her front 2 upper teeth and is lacking in proper hygiene (she shouldn't be to hard to locate) was rude. her attitude was inappropriate. the bottom line is i was physically frisked, groped, grabbed by a tas employee. i could either allow this to happen or miss my flight. i would like to know what 5 areas i set off, when i was wearing basically nothing. i had no metal on my person.

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Remote Client IP: (b)(6)
Date Time: 6/17/2013 6:58:01 PM

6/17/2013 8:20:01 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Portland Oregon-terminal that would have given me access to Gate D on Monday 06/10/13 at 10am
Comments:I was informed that i tested positive in 5 areas. i asked where are these areas? i was told they couldn't tell me. i was informed that i would need to me patted down. i informed employee i had on no underwear, no bra, pull on pants with no metal, a camisole and a sweatshirt. asked again where did i set off an alarm? they couldn't tell me. i again said i wouldn't be patted down in public. i was rudely taken to a very small closet that in appearance looked that it was used for storage and occasionally pat down/inspections. a tas employee put on a pair of gloves and started to inspect my hair as if i was her baby chimp and she was looking for bugs! i asked for the inspections to halt. a tas employee that i do not know her name, however she is missing her front 2 upper teeth and is lacking in proper hygiene (she shouldn't be to hard to locate) was rude. her attitude was inappropriate. the bottom line is i was physically frisked, groped, grabbed by a tas employee. i could either allow this to happen or miss my flight. i would like to know what 5 areas i set off, when i was wearing basically nothing. i had no metal on my person.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/17/2013 7:03:48 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 06/16/2013 10:00 AM Airline & Flight Number : UA 842 Checkpoint/Area of Airport : 2 TSA Employee: (If Known) : (b)(6) Comment : I requested to "opt out" of the metal detector and was rudely asked repeatedly why I "I can't just go through; everyone else does?" After requesting to be hand searched four times, I asked to speak to a Supervisor and was told "I run things around here." I then said that I have the right not to go through the metal detector and was then told I have to wait. I then stood for an additional five minutes while the employee re-stated why I should 'just go through the metal detector'.

6/17/2013 8:20:27 PM

It's my opinion he attempted to make me as uncomfortable as possible during the search. The employee (b)(6) aggressively pressed rather than simply touching me as he was patting me down. I was further subjected to the employee (b)(6) derogatory demeanor that left me upset and scratched. Because of his rough handling of the pat down search, by pressing extra hard while rubbing his hand over the waist band firmly against my skin, it caused a red abrasion on my stomach from his gloves.

I am disappointed that better training isn't provided to employees. As such, I strongly suggest that this employee receive both anger management training and psychological testing before returning to active duty. Without further training, the flying public will be subjected and TSA liable, for this employee's physical and verbal abuse.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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Remote Client IP: (b)(6)
Date Time: 6/17/2013 8:38:19 PM

6/17/2013 9:13:02 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):Ohare airport 6-15-13. United 910.Flight leaving at 8:41 am
Comments:While going through security at Ohare the alarm kept going off-my sister and daughter were waiting on the other side for me. The attendant told me to take off all jewlery and place it in bowl to go thru the x-ray. After my pat down (attendant was very nice) my quite expensive earrings were gone-there were NO other passengers that went thru and my family got my bag/purse on the other side. TSA agent looked around and said no earrings-I clearly had them and then they went missing. They were obviously stolen!!!! Nothing in lost and found! Please let me know what to do about this situation!!!! Coming back from Boston was perfect-no jewlery asked to be taken off-no pat down!

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/17/2013 8:52:07 PM Airport : CVG - Cincinnati/Northern Kentucky International Date/Time of Travel : 06/13/2013 4:15 AM Airline & Flight Number : DL 1379 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am a (b)(6) with Delta and TSA PreCheck enrolled business flier and do almost 250K miles per year. I have been flying for almost a decade in the US and this past Thursday (05/13/2013) was the most uncomfortable experience going through an airport. I fly in-out of CVG airport almost 2-3 times a week and have been doing that for almost 18 months. On 05/13, I was flying back home from CVG, trying to get on DL 1379 to SAN.

I am a (b)(and wear a turban. I went through the scatter X-ray machines at CVG airport, as usual I do every week. It reported an anomaly on the turban. Something to note here is since TSA has installed the new scatter X-ray machines, they always report anomaly with the turban, the older full body X-ray scanners didn't used to. Basically the newer machines have added to the processing time through the airport. At surface, it seems like that these machines can't even look through just plain cloth on your body, makes you wonder how effective they are ?

I went through the regular routine of self-patting down the turban and doing a hand swab. Surprisingly, on 05/13, the hand swab triggered an alarm. For a frequent flier, this was an odd development. Clearly, I knew the machine was reporting a false alarm but knowing TSA how it operates, I knew my reasoning will fall into deaf ears. So, I complied with a full physical pat down, re-screening of my luggage and private pat down of my turban by a TSA agent. So, 15 minutes later after going through the whole exercise, nothing was odd was identified, which was not a surprise to me.

6/17/2013 10:05:21 PM

Now the biggest surprise came when I was notified that I would need to take off my turban for screening. This was a first for me in my decade of flying and I was completely caught off guard and found this completely unreasonable. I spoke to a supervisor and TSA manager on duty to reason with them and explain my situation. I am a known traveller at CVG (many TSA agents/supervisors know me personally), have gone through full secondary screening already, a TSA agent has patted down my turban and not come up with anything. The swab off his hands didn't report anything either. But the TSA manager expressed his helplessness and after some back-n-forth, I realized my reasoning was not getting anywhere and I would miss my flight, I complied. Took off my turban, folded it and they ran it through the X ray, came back with NOTHING. And now I was CLEAR to go. As I mentioned earlier, I was NOT surprised again and knew this was a false alarm.

I am pretty sure the TSA employees on ground followed the established rules. Most of them knew me very well (since I flew in-out on a weekly basis) and very respectful and apologetic and at the same time felt helpless.

My ask is, what can TSA do differently since I have now narrated my incident and proved that your current protocols broke down and failed by tagging a wrong person as a potential threat. It caused me extreme difficulty and harassment to go through the whole experience. TSA wasted government resources (3-4 TSA agents for almost 30-45 minutes) on processing just me alone. Being a taxpayer, I feel extremely upset, its like funding an agency to make your own life difficult !

The whole thing started because your swab analysis machine reported a wrong result and nobody (leading upto the TSA manager on ground) had any discretion to look at other facts to let me through. I should not be penalized due to TSA's faulty machinery and poorly designed, unreasonable and impractical rules.

I expect a full inquiry into this complain and want to be notified the outcome and what your agency plans to do prevent this from happening in future.

Thanks.

mailto:TSA-ContactCenter@dhs.gov

Re: Complaint: Officers (b)(6) and (b)(6) Oakland Airport, CA

Dear TSA Representative:

On 30 May 2013, I had the misfortune to pass through the Oakland International Airport and encounter the most unprofessional TSA agents I have ever witnessed.

Let me preface this by stating that I am a frequent flyer, am well aware of the threat this nation is exposed to and recognize that security measures are part of today's security. I have also come to understand that since 9/11 TSA has come to represent overbearing, authoritarian representatives who pat down children in wheelchairs, 80+ year old women and conduct physical searches our forefathers would shake their heads at and wonder why the hell a second revolution isn't taking place.

I previously filed a complaint about two of your Oakland Airport representatives (LTSO (b)(6) and TSO (b)(6) to their supervisor STSO (b)(6) (who took my complaint in a professional manner and is to be recognized as such).

6/18/2013 8:36:15 AM

LTSO (b)(6) and TSO (b)(6) are on the other side of that equation. LTSO (b)(6) was overbearing, lacked any communicative skills and intentionally did not give me a complaint form after I asked if one existed. For her to be in a "Lead" role for TSA is a sad commentary. Regarding TSO (b)(6) as he started to test my hands for gunpowder residue, I was so incensed that I pulled out my retired military ID and held it to my left side and told him how sad it was that a two tour Iraqi vet is now subject to such inspections, whereupon he pulled out his pink military ID card, shoved it in my face and told me that being a military man we all have orders to follow. The issue was not orders, it's the way you people are performing your jobs. His condescending actions, shaking his head when he conducted the inspection, and then walking away in a dismissive manner would have any employee docked, reprimanded, retrained in customer service or reassigned. And to think, they all live on our tax money...

I hope to hear back from someone within TSA to address this letter and if I don't, rest assured that I will vote, donate to and do everything I legally can to diminish the role TSA plays in the our civil liberties from this date forward.

Bottom line: I am disgusted by this and other episodes with TSA and you can mark me down as one more infuriated American who will hold you accountable when the tables are turned in the political landscape of things.

Again, if I do not hear back, TSA will forever be another federal agency totally lacking in my trust and I will back all efforts to defund, or do away with your organization.

Sincerely,

(b)(6)

To whom it may concern,

6/18/2013 8:36:17 AM

I was touched inappropriately during a pat down at La Guardia Airport and also at Des Moines International airport. Both female TSA agents thought it was appropriate to touch my groin area with the palm of their hand. However, according to how it was described, they were to go up my leg with the hand and stop at the groin area, not palm the area to "check it". I had asked a question to the TSA website in regards to this, and never received a response. I believe there should be specific guidelines and training on where a person will be touched, and discipline and re-training of the officers at the airports who touched me inappropriately.

I would like a response to this e-mail, thank you.

(b)(6)

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

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Remote Client IP: (b)(6)
Date Time: 6/18/2013 9:05:57 AM

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

6/18/2013 10:25:29 AM

Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Logan Airport, Boston Mass., the main area where passengers are screened before proceeding to their respective gates. Southwest Airlines was where I was heading.
Comments:Traveling Boston to Denver, I went through the full body scan. A TSA agent told me to step out. As I did, another agent loudly told me to "STOP!" I was confused, took another step, and he yelled "STOP!" at me again. He came up to me and glared at me. I am not exaggerating, he glared, and asked me if I had emptied my pockets. I told him that I had, and he glared at me again, locked eyes with me, and didn't say anything. He clearly thought I was lying. He told me that he would have to pat down my chest since I had my shirt unbuttoned. (I wore a short sleeve shirt over a T shirt) Please explain this? Because my shirt was UNBUTTONED? meaning what? That he wouldn't have patted down my chest if it HAD been buttoned? He then gave me a full pat down and I was allowed to proceed.

From Denver to Boston, I was also asked to wait after having the scan, but the TSA agent there was POLITE and INFORMATIVE. He showed me that the scan noted something in the area of my shorts pockets, and we both realized that metal snaps on my pockets had set the scan off.

I had no problem whatsoever with the scan or pat down in Boston, but the agent in Boston was RUDE and full of himself and acted like the Gestapo. I did nothing wrong. He had no right to glare at me and imply that I was a liar by his look and the tone of his voice. I found it humiliating. A response to this would be nice. Thanks.

6/18/2013 10:25:56 AM

Feedback Type : Complaint
Categories : Permitted Items
Current Date/Time : 6/18/2013 9:49:07 AM Airport : ORF - Norfolk International Date/Time of Travel : 06/17/2013 Airline & Flight Number : United Flight 3875Y Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6)
Comment : I was traveling with my 1 year old daughter. I read the instructions on items you can bring with an infant on this website. It stated I could bring any food and formula items I needed for her. I had a on the go pack of fruit. They told me if I wouldn't open it (which would have required me to have my daughter eat rather quickly) that either my husband or I would have to be searched. What? How do the two correlate? And when I didn't pass the first screening they had to re screen me. I asked the question several times, what on my person could make me fail the test? They would not answer. It is very frustrating when you are ignored.
On my flight to Virginia on Friday morning from Mpls/St. Paul Airport with a jar of fruit also, I did not have to receive a pat down. I would like to know why the difference. I would also like to understand why on your website it doesn't state that you could be subject to a pat down if you bring any of your daughters necessary items to live. ???? I am very frustrated with this system. I try to follow the rules but when they are not clearly stated it is hard to know what to do?
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/18/2013 10:51:16 AM

Caller was returning from Paris and upon arrival in ATL was subjected to secondary screening and in the process the TSO left her passport and boarding pass out of her carry on bag.
She was contacted by lost and found stating they found her documents but that she was going to have to pay for shipping the documents to her.Caller requested that I send her the documents and wanted to know why she was subjected to secondary screening.
Explained that in the future she should inform TSO before screening begins that she has metal implants so she could be directed to the AIT instead of the WTMD and she said she did.I explained that if she alarmed during either one of the technologies we are required to clear the alarm by a thorough pat down.She then stated she never heard any alarms and she doesn t understand why this happened.Caller stated she was told by (b)(6) that when they found the passport they would send it to her.
Mailed the SF95 and informed caller how to relay information to the CSM through option 5 on the IVR.

6/18/2013 11:07:11 AM

Caller:
Caller flew from DTW on June 13th. Around 1 p.m. she went through the security checkpoint. She had to go through a patdown. The TSO said she was going to patdown her arms and then touched her breast. She had her hair done for $25 for a wedding. It was completely messed up. The caller believes the woman should not have her breast felt up. Her sister said the same exact thing happened to her and she described the same worker that did it to her. She did not get the workers name. She immediately went to the desk and she was handed a card by two female workers who offered her no help at all.

Airport: DTW
Airline: Frontier Airlines
Date and time: June 13th at 1 p.m.

Response:
TSA regrets that you were not happy with your screening experience. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

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

On June 11, 2013, I attempted to travel from Houston to Manila on a flight with United Airlines. Unfortunately, after 26 hours delay, my whole trip was canceled, which lead to my returning home to San Antonio. This required me to re-check my bags at airport security in terminal B, which led to a disturbing experience.

Upon arriving at the terminal, I was shuffled to the security line, where I removed my shoes and put everything necessary into the bin to go through the security scanner. As I went through the scanner, something I had forgotten about set off the alarm. I was told to go through again. At no time was I asked if there was anything I had forgotten about, such as a piece of jewelry or money in a pocket(I still had my wedding ring on and there was a nickel in my back pocket that I was not aware of...that's it!) After going through the scanner again, I was told there was an alert on my hand (I'm guessing my wedding ring)and back pocket area.. A small pad was passed over my hands, placed into the scanner, and the message "no alarm" appeared. That is when it was declared I would have to undergo, not just a public pat down and wand scan, but, also a private patdown in a closed room. Everything I had with me was scanned with the small pad and each time the message "no alarm" appeared. This still warranted that I be patted down thoroughly in a separate room. Then, I received a lecture from the woman who did the search that "next time, remember to take everything out of your pockets, and this won't happen again" Agents who conducted this search were unprofessional, and treated me like I was a piece of scum, making comments and joking around with each other while doing their search. No one, no matter what their position in life, deserves to be treated with such contempt. I'm guessing if I'd been of the same ethnic background, things would have been different. I' sure they would never want their own mom treated with such disdain.

These questions remain in my mind:

6/18/2013 2:23:25 PM

How many people with my profile have been found to be a threat in any way?: 58 year old, small, grey haired, U.S. citizen, retired military, anglo-American woman who forgot that she had a nickel in her pocket.

What warranted that I continued to be searched in any way after the first "no alarm" message appeared?..after it was found that there was a nickel in my back pocket?...after the wand and initial pad swipe proved no results?

Why was a non-English speaking Asian man allowed to leave his bag unattended repeatedly, even after being reported to security? Even though reported to security, this man was allowed to go through security unchecked, while a retired military woman with a nickel in her back pocket was thoroughly searched. In view of recent events in Boston, I would have hoped something like a bag left unattended would have great priority.

My experience at the Houston airport, from airline employees, to security agents, proved that Houston is a place to be avoided at all costs. It is controlled by a group of people who have no idea what the rest of the world is like. There is such a thing as professionalism, politeness, and dignity, that employees at the Houston airport know nothing about. It is scary to think of what goes unchecked at that airport.

(b)(6)

Feedback Type : Request for Information
Categories : Traveling with a Disability or Medical Condition Current Date/Time : 6/18/2013 1:22:20 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

6/18/2013 2:55:44 PM

Comment : I am a Trusted Traveler PASSID (b)(6) I also have a metal hip joint. What I cannot understand is why, having met the requirements for the Trusted Traveler program, TSA cannot develop a process whereby people with implants do not have to be manually handled everytime we travel through an airport that does not have an AIT machine? Using myself as an example, my metal joint will ALWAYS be on my right hip. Yet I have to endure the entire patdown process over my entire body. I use Pre-Check whenever possible, but this lane often does not have an AIT machine, so I have to be pulled from the line, remove my shoes, stand to the side until a female officer can be made available, and quite honestly, often made to feel like someone suspicious. Can't TSA put a designation on my Trusted Traveler card that I have a metal implant in my right hip, much like an organ donor is noted on a driver's license? And then resume using the metal wands, and by simply waving the wand over my right hip, the point of the metal is determined, it matches the Government issued ID card with the location of the implant noted, and I am quickly waved through the line. There are so many of us with metal implants. Wouldn't this make the screening process smoother, reduce the number of complaints, and improve overall efficiency? And those of us who have been willing already to provide significant personal information to speed up our screening won't feel like such criminals. I can tell you that I have not had pleasant experiences with the TSA officers since my hip was done.
Would you like a response? : True
Passenger's Name (b)(6)
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 flying in a couple days and asked if something is a security threat why isn t everything done across the board?
In LAS everytime she goes through the line when she gets through they pat down her head, she has dreadlocks in her hair and can see her scalp, there s nothing that could possibly be in there. States she doesn't use any type metal pins, etc.
She said it feels degrading and is embarassing and it is the only location she is having her head patted down and wonders why?
She is going through the AIT and the TSOs don t tell her why they are patting her head down and she thinks it is because she has the dreadlocks. She has been flying frequently and doesn t want to be singled out and if it only happened everynow and then she wouldn t think as much about it and she said it didn t happen the last time, but, when she traveled a couple weeks ago.
States if it happens again she will call back to the TCC with names, etc. States she is more aggravated with the process than the TSO performing their job and she is all for security and safety, but, just wonders why she is having to have the procedure?

6/18/2013 4:18:58 PM

Response:
Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.
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.
TSA also selects passengers and their property at random for enhanced security screening.
Informed caller she is welcome to speak with a supervisor at the checkpoint for any issues she is experiencing.

The caller has a lynphodema machine that cannot go through the x-ray machine and she always presents medical documentation for screening. She stated that she has never had any issues. She stated that DFW was a trip to hell. She stated that everything she had was put through the x-ray, and she walked through the machine. She stated that she called TSA before she flew. She stated that the supervisor said that, because she did not want the machine x-ray screened all of her items must undergo an additional inspection. She stated that she was very rude. She stated that she was talked to like a criminal. She stated that they aggressively harassed her. She stated that a women by the name of (b)(6) preformed her patdown and was very aggressive. She stated that she was trying to be careful, because she can not be inspected without causing pain. She stated that she was contacted by the head of TSA on her flights to make sure that everything was okay and went smoothly. She stated that she has the contact information for John Pistole. She stated that she does not want to deal with the supervisor at DFW over TSA, because that is who ordered the additional screening to begin with. She stated that she does not want the mailing address for John Pistole, she want the number that she has mistakenly misplaced. She stated that she missed her flight because of the incident.

I informed the caller that she can be randomly selected for additional screening. I apologized for the treatment she recieved at the checkpoint. I apologized the caller that the matter was not sent to the CSM yesterday regarding the rude screener. I apologized to the caller for the actions and the rudeness of the TSOs at the checkpoint. I explained that I can forward this to the TSOs boss at the airport over TSA, not the supervisor.

Caller did not feel that this treatment was due to her disability, just the screeners being rude.

I offered the email address for John Pistole the administrator of TSA.

6/18/2013 6:25:44 PM

I explained that on the previous flights we sent the information to the TSA Cares disability specialist for review and to request assistance through the checkpoint regarding her device.

I explained that there is only some much that I can do here at the contact center. I provided the contact information for the CSM at DFW.

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

The callers flight details are as follow:

Airport: DFW
Destination: PHX
Airline: American Airlines
Flight Number: 1403 @ 5:30 pm
Date and Time: 06-15-2013 @ 5:00 pm

Recently my wife and I made a trip from Ft. Walton Beach, Florida via American Airlines to Albuquerque, NM. On the outbound leg from Ft. Walton Beach my wife's scan showed anomalies at the back of her head, at her left shoulder, and at her hip. She does not have any medical devices installed in her body like artificial joints, etc. A thorough check was made of her carry-on luggage and her purse. In addition she was given a full body pat-down (including her hair) in private by two female TSA employees. Nothing was found and we continued on our way.

On the return trip from Albuquerque she went through a similar scanner as used at Ft. Walton Beach, Florida. The same anomalies showed up in the same places. Again, the luggage, etc. was searched and she was subjected to another private pat-down by female TSA agents. Both of these searches were negative and she was released to continue the trip.

6/18/2013 9:02:57 PM

We support efforts to assure the security of Americans flying on commercial airlines. However, we do suggest that you take a closer look at the sorts of things which might be falsely tripping your scanners. We certainly have no idea what caused the scan troubles but would like to avoid both the delay and the embarrassment of a full search in future travels. Is there an alternate path to go through security if the full body scan is not used?

(b)(6)

Destin, Florida

Dear sir or ma'am,

Recently I had the opportunity to contrast the performance of Italian airport security agents and that of the TSA. Sadly, TSA loses by a mile.
For example, I was in the security line at Fiumicino airport, a long line because of a large influx of passengers at that time. The security agents were quite patient and polite in getting people through the checkpoint. While I was waiting in line, a woman who had short time until her flight boarded brought that to the attention of security. Two agents escorted her through the line and ushered her to the front and expeditiously screened her, easing her way onto her flight.

In contrast, at the Philadelphia airport, going through another long security line to be rescreened after clearing immigration and customs, another woman had a short time until her flight departed. The TSA agent told her that she had to receive permission FROM EVERYONE ahead of her in the line to get through quicker, there WAS NOTHING HE COULD DO! At the same time, there were three or four agents standing around doing nothing but jawjacking (Thousands Standing Around!) at the checkpoint verifying boarding passes/tickets and ID. One of them could easily have helped this woman, who was forced by your lackeys to beg other passengers to allow her to pass through (which we did). It would seem the twit claiming there was nothing he could do didn't want to be bothered to do more than stand there with his thumb up his anterior orifice. Oh, he did smirk a bit when he claimed he couldn't do anything...

6/18/2013 9:03:16 PM

Since TSA was created, which was a major error by the government to begin with, I have become ever more convinced that hiring the minimum wage, low qualification 'rent-a-cops' who formerly performed airport security screening was simply stupid. Putting the same twits in a fancier uniform, giving them more power over the flying public, unionizing them and making them federal government employees just gives them a greater sense of entitlement and allows them to lord it over the public who is forced to put up with the ineffective screening hassles.
TSA has prevented, as far as I know, exactly zero airline terrorism incidents since the boondoggle agency was created. The attempted airliner explosions were stopped by alert passengers, aided by incompetent wanna-be bombers, not by TSA.

In my opinion, TSA has done nothing but cost the taxpayers billions of dollars and create another unnecessary government agency. We, the flying public certainly aren't safer for your presence or screening groping.
Far from it, we hate going through the process, but are forced to do so by bureaucrats who have exempted themselves from complying with the rules they impose on everyone else.

Oh, before I forget, the Italian security screening doesn't require one to remove shoes. Mine had to come off due to setting off the metal detector (steel shank in shoes). Maybe they know something about reducing unnecessary hassles that you could learn... They are certainly more efficient and helpful to the public.

sincerely,

(b)(6)

6/18/2013 9:20:37 PM

Caller stated that she called in recently because her daughter lost her photo ID and wanted to know if she would be able to go through the screening and still be able to board the plane. Caller stated she was told that there would shouldn't t be ANY problems if she presented her student ID and her birth certificate. Caller stated that her daughter was patdown in front of everyone and was treated as if she had done something wrong. Caller stated she was very dissatisfied with how she was treated.

Advised caller:
Anytime that she presents two alternative forms of ID and the TSO at the checkpoint still questions her identity she may be subject to the additional screening. Additional screening being the COI form, patdown, etc. She may not always receive additional screening, it s really depending on the security officer at the checkpoint. Unfortuately, the TSO at Charlotte still questioned her identity and felt she needed to go through the additional screening.

6/18/2013 9:40:57 PM	Caller stated that she is upset that she has to go through a patdown because of her metal knee. Caller stated that she went through the WTMD and had to receive a patdown afterwards. Wanted to know what she needed to do so she doesn t have to receive a patdown. Advised caller: She could go through the AIT that doesn t penetrate the skin so it shouldn t set off any alarms. If it does alarm, the passenger would just receive a patdown of the area that was alarmed. Caller stated that she traveled to Boston with her daughter to school. Caller said that she knows that she was racially profile coming and going. Caller said that she went through the screening and she was subject to a patdown as well. Caller said that she also had her hands swabbed. Caller said that she knows that it was because her skin is darker than others. Caller said that this occurred at BWI and BOS. Caller said that her daughter is very pale and she did not experience this treatment. Caller said that she works in a farmers market and she is darker than others, however she has always lived in the US and she does not deserve this treatment.
6/19/2013 9:16:35 AM	Resolution: Transferred Call The caller stated that she felt that she was being discriminated against because her skin was darker than normal. The caller stated that she got a pat down both coming and going and that she got her hands swabbed. I advised the caller that she would need to file her complaint in writing. I advised her that I would send her an email with a link so that she could file it writing. The caller stated that she had sent an email in the past few moments. I checked the MB mail box and we did not receive an email. The caller advised me that she had sent it to the TSA contact center. I advised the caller that I would send her the appropriate link so that she could get her complaint sent back to us in writing.
6/19/2013 11:35:14 AM	Caller wants to know how to avoid the AIT and to have a private patdown,he has metal implant in his back.During his last screening he was ask to lift his shirt and was embarrassed by the public exposure. If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A paldown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening: • The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available. • The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. The caller advised that she has a pacemaker from St. Judes Hospital. Initially, she wanted to know what she needs to do in order to opt out of the AIT because her doctors have told her not to be screened by the AIT. She has an upcoming trip out of PDX on 8-14-2013 on United Airlines. I told her that a passenger should inform the TSO s before screening begins that they have a pacemaker and wish to opt out of the AIT to receive a patdown. Then, she stated that on a previous trip from PDX to PSP and on the return flight from PSP to PDX she was forced to be screened by the AIT by the TSOs there. The departing flight from PDX, on 2-28-2013, left at approximately 8:00AM and she went through screening about 6:00AM. She said that at the TSA checkpoint at PDX, a female TSO told her that her doctor did not know what he was talking about and needed to brush up on the new technology; after she had presented her pacemaker ID card and told them that she was not able to be screened by the AIT.
6/19/2013 12:09:19 PM	The return flight from PSP to PDX was on 3-3-2013 at approximately 4:30PM and she went through screening about 1:00PM or 2:00PM. She said that this checkpoint, two male TSOs told her that her card did not mean anything and that she would be fine being screened by the AIT. She said that she felt very embarrassed and intimidated by these actions. She said that she flew both ways on Horizon Airlines. I told her that I will forward this record to the CSMs at both PDX and PSP since TSA failed to accomodate her based on her disability or medical condition. I offered to go over the information for filing a formal complaint in writing, but she said that was not her intent and she did not wish to file a formal complaint, only to let someone know what has happened to her. She said that she might call back in within a few hours to provide her specific flight details. I told her that she can reference this EID when she calls back in. Caller does not have email available to her. Alternate number listed is her cell phone number.

Disability Description: The caller indicated that she lives in HI and traveled from KOA with Go Airlines (an inter island carrier).

The caller indicated that she has a dialysis catheter.

The caller was interrupted with static and interference, and the call disconnected. I contacted the caller.

The caller has a dialysis catheter in her leg that looks like a large IV. There are two tubes that came out from her leg. When not in use, it is taped to her leg and wrapped in gauze.

Generally,she receives a patdown of the area that the catheter is in, and she is asked questions.

She indicated that when traveling with GO Airlines, after going through AIT, she had to go in a room and take off her pants as advised by a supervisor. The male supervisor indicated that they would have to see the catheter as well.

She indicated that she doesn t understand TSA s official procedure in regard to the screening of the catheter. She indicated that she didn t understand why she had to take off her pants in order to show her catheter. She wants something in writing in regard to the procedure and wants to know if the procedure was followed properly.

6/19/2013 1:33:42 PM

She asked if the email would have may name on it and an indication that it was official TSA procedure.

She asked if a doctor s note in regard to the catheter could not be used to excuse the screening process in regard to the catheter.

I explained that the information that I can provide in regard to the screening of a port or catheter indicates:

Regardless of the screening method used, the port or catheter will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

I advised that if she would like to file an official complaint I can email information on how to do so. The caller indicated that she would like to receive such information so I ordered the information to be emailed.

I indicated that I could email the information that I shared in regard to the screening of ports and catheters.

I explained that medical documentation is not required. Presenting such does not exempt anyone from the screening process.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/19/2013 12:30:30 PM Airport : PDX - Portland International Date/Time of Travel : 06/18/2013 Airline & Flight Number : Horizon Air 2563 Checkpoint/Area of Airport
TSA Employee: (If Known) :

6/19/2013 2:17:25 PM

Comment : PDX has both body scanners and metal detectors. My 13yo daughter who was flying alone didn't want to go through the scanner, and preferred the metal detector. A TSA agent told her no, she had no choice but to go through the scanner and didn't have an option. When went through earlier in the morning I had a choice of scanner or full body pat down and my husband was told to go through the metal detector. Is it PDX TSA policy to send women and girls through the scanner and only men get the option of the metal detector? Please advise. I'm extremely upset over how my daughter was treated!!!!! Not that I would be happy if I heard she had full body pat down either, but it seems suspiciously unfair and unethical.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/19/2013 5:22:06 PM

Caller stated that she was flying out of Denver International Airport and she was prompted to go through the WTMD. She was alarmed because there was metal in her clothing. Caller stated that when she was told that she was going to have to receive a patdown, she requested it to be in a private screening location. The TSO left the callers purse on the conveyor belt. Caller stated that she was concerned because it was at the end of the conveyor about 10 feet away from her. Caller was requesting to get her purse that way it s not left for someone to just take it and the TSO wouldn t let her get it nor would they get it for her. Caller was very upset and stated that she felt this incident could ve been handled differently.

Advised caller
I apologized to the caller that this was her experience. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager

From: (b)(6)
Sent: Wednesday, June 19, 2013 6:15 PM
To: TSAExternalCompliance
Subject: Incident at STL on 6/2/13

Please see my attached complaint form. I appreciate you taking this matter very seriously.

(b)(6)

6/19/2013
8:11:05
PM

Name: (b)(6)

Phone: (b)(6)

Mailing Address: (b)(6) Wildwood MO 63040

Email: HYPERLINK (b)(6)

What happened?

Callers daughter will be flying from Jacksonville, FL tomorrow evening. She has a knee brace and will be in a wheelchair. She will also be taking syringes. He wanted to know the procedure for going through the checkpoint in a wheelchair with a brace. He also wanted to know how to transport the syringes. He said that she does have a notification card.

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

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

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

6/20/2013 8:58:09 AM

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

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. TSA also will use technology to test the device for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened.

The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/20/2013 8:24:13 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 06/19/2013 Airline & Flight Number : Southwest Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am currently pregnant and I'm a frequent traveler. So while I know I'm already exposed to doses of radiation I try to keep me self from receiving more. Out of every airport big small whatever that I've used throughout my pregnancy this is the ONLY one that I received a hard time from a TSA agent and was forced to go through the full body scan instead of other means. I didn't need a speech about technology and how it supposedly emits less radiation then an ultra sound ?! I wasn't aware Baltimore TSA agents were doctors too!!!! Then proceeds to give me a whole speech After. I was very disappointed by this last I checked anyone pregnant or not can object to a scan and opt for a pat down so why was I given such a hard time at this airport?!?!

6/20/2013 10:18:20 AM

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

Caller and her daughter were traveling through BWI and her daughter has a medical condition that prevents her from being touched and when they presented the letter from her doctor the TSO directed them to wait while they caller for a supervisor and a gruffy TSO in a hurry for some reason accidentally stepped on her daughter s foot resulting the need for her daughter to be treated medically and the TSO made a sarcastic remark as she apologized for stepping on her foot.A pat down was required because of tissues in her pocket and caller wants to know how they can travel in the future without this type of incident.She contrasted the excellent service they received when they returned home while going through screening at SNA,she stated that everyone was positive and friendly.Apologized for the incident and explained that in the future if she has difficulties to ask for a PSS and to call TSA Cares 72 hours prior to travel and we would forward her travel information to ODPO and she stated she had called me on that line and I verified that the call came in on Gene line. Informed caller how to relay incident directly to CSM through IVR and explained how declare her medical condition in the future and empty all pockets prior to entering the AIT.

6/20/2013 11:43:56 AM

Caller said she took a group of students to the Dominican Republic. On the return trip, when they flew from FLL to DC, one student went back to get his passport because he left it in the tray and the student was rescreened after getting the passport and then he went and got on the plane. Caller said TSA removed him from the plane and did a full body patdown without notifying any of the chaperones about the screening. Caller stated she did not find out about this until the parent of the 16 year old student called her. The caller asked if this is normal procedure. Caller does not know if the student told them he was traveling with a school group. Caller said the student did tell them he was 16 years old.

Airport FLL
Airline JetBlue
Flight numbers 1482
6/20/2013 4:16:11 PM Date and time of incident 06 19 2013 approximately 8:45 am
Baggage tag number N A
Description of bag, color, style, size, brand N A
NOI with Writing ? N A
Terminal or Gate Terminal 3 Gate F8
Contact information (b)(6) cell phone

I told the caller that I do not know the procedures in regards to this and I will forward this to the CSM at FLL.

To whom it may concern:

The below message throws one more absurdity on to the pile. You seem to be saying that a random enhanced search of a few passengers will deter a terrorist, because he or she won't be able to take precautionary measures based on the knowledge of a more specific targeting methodology. Point one: A terrorist always faces the hazard of being detected in advance and is reconciled to it. Knowing that he or she is unlikely to be profiled, and that a 76-year-old white-haired lady is as likely to be searched as a more suspicious looking individual, decreases the risk element in the terrorist's calculations. Point two: A terrorist willingly faces martyrdom. From that standpoint, the risk of being arrested must seem a minor price to pay. Surely a place in paradise is guaranteed eventually to those who try and fail.

Sincerely,

(b)(6)

San Rafael, CA 94903 (HYPERLINK (b)(6)

6/20/2013 4:21:44 PM

---------- Forwarded message ---------
From: <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com>
Date: Tue, Jun 18, 2013 at 6:18 PM
Subject: In Response to your inquiry.
To: HYPERLINK (b)(6)

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

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

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

Feedback Type : Complaint
Categories : Other
Current Date/Time : 6/20/2013 3:50:00 PM Airport : SMF - Sacramento International Date/Time of Travel : 06/14/2013 Airline & Flight Number : Alaska 820 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) (b)(6) Comment : This is a copy of the letter recapping my discussion with (b)(6) on June 19, 2013.

June 20, 2013

(b)(6)

Pursuant to our telephone conversation, I will summarize and comment as follows with copies to Congressional Representative Doris Matsui's Office, Senators Barbara Boxer and Diane Feinstein, and to TSA Headquarters.

You stated both that what happened to me was anomalous and that the feedback you get from citizens is 99.9% positive. I responded with inquiring how that statistic was generated, and you said that it was not mathematically (statistically) generated but rather was your assessment based on what you read. This statistic is therefore neither factual nor reliable. You changed your assessment while we were on the phone to "mostly positive" and since the term "mostly" means greater than half and is still quantitative, I will leave that on the table as needing to be validated but more realistic than your first statement. Instinctively, my response is that your sample is not random nor validated in any way, and I could go on for pages with faults in the way that your "statistics" are generated.

6/20/2013 4:22:40 PM

My response to your statement is that – like myself the 3 previous times I have been through SMF – unawareness, general inconvenience and fear of retaliation tend to keep the general public from complaining especially to a Federal agency. The general consensus is that since Federal Agencies are usually immune from litigation, and people generally do not know to contact Congress about complaints, they just don't want to bother. For this reason and many others, abuses are allowed to continue unanswered, employees are not held accountable, and people will simply suffer the injustice of having their rights trampled.

It was not until your staff crossed the line in damaging me to the need of additional surgery that I was outraged enough not to care about any of those things, and being on vacation this week gave me the time I need to thoroughly complain about the abuse and torture I experienced at SMF. In theory, TSA is not allowed to retaliate against a citizen who complains, but my recent experience with both TSA and HIPAA has given me a 73.7% Z-tail validated certainty that regulations are ignored upon convenience. I have not computed the type II error in my evaluation, and I am not likely to proceed with this analysis. As this is four injuries for four flights out of SMF, it gives me enough data to rebut that what is happening to me is anomalous, however, it would be very difficult for me to get enough information to perform a valid study on the breadth and scope of the damage and humiliation that is happening not only to me at SMF but to other similarly situated people. Further, it is not up to me as a citizen to do your quality control without compensation. It should be made easy and clear that every citizen, whether victimized or not, is able and encouraged to complain loud and long and clear about the mistreatment at SMF. Since SMF is in Representative Matsui's district, copies should go to her office along with the 2 California Senators, Diane Feinstein and Barbara Boxer. The complaint forms should be very visible and very accessible. Your staff should enthusiastically encourage them to be used and not hide them far away from the work area under a basket behind a computer so that even a supervisor has to search for them. Personally, I would like to see a huge banner reading something like "TSA Complaint forms here" accompanied by a complaint box so that a citizen can register a complaint within a matter of seconds.

It is totally within your authority to move the complaint forms and make them immediately visible and accessible and to further instruct your staff to encourage citizens to use them. I did not use one, but it seems to me that it should be half sheet, check boxes and comment line with a signature date and contact method. Also, a sign that directs people to the TSA web page for further complaint detail would be a very good idea. Do not expect the general public to know these things, because I am far

Disability Description: Caller s mother is elderly, in a wheelchair, hearing impaired.

Response Details: I advised that I would send the caller s information and issues to TSA Cares for review. Further, I would send the same to the Customer Support Manager at PHL for review.

Caller asked if he would be contacted.

I advised that I could not promise that he would be contacted, but that I would recommend in the strongest terms that caller be contacted.

Incident Details: Caller wants an explanation about something that happened to his mother this morning at the TSA checkpoint at PHL. She was in a wheelchair en route to PHL on a US Air flight scheduled for departure at 1005 hrs to FLL. She was being pushed in the wheelchair by an airline attendant. She was taken by TSA for additional screening and detained for 45 minutes by one female and three male screeners (including one supervisor). She was patted down, groped, had to remove her shoes, and her carry-on bag and purse were emptied. They took her checked bag from the plane for a search.

6/20/2013 4:34:55 PM

She is elderly, 84 pounds, obviously has mobility issues, and requires hearing aids. Caller says this is outrageous. His mother advised that they would not explain to her why they did this. Caller s mother told him that she was strip searched, but she spoke to caller s wife and did not indicate the same.

Caller is a retired FBI agent out of MIA. Was a spokesperson for LE in multiple agencies. John Pistole was in the FBI when caller was there with the media division. Caller wants an explanation.

Caller stated that his mother told him that she was advised that an alarm went off, but she never went through the magnetometer. He s heard stories in the media about these kinds of things happening. Congress, etc., have addressed this kind of issue.

Caller s mother s name is (b)(6) Caller doesn t want anyone to call her directly, so he doesn t want to provide her contact number.

Caller wants contact with someone at the airport whom can advise him why his mother was detained for so long, why her checked bag was pulled from the plane, etc.

Flight information: Flight 1555, PHL at 1005 hrs. this date. Caller s nephew checked her in curbside.

Disability Description: Caller s mother is elderly, in a wheelchair, hearing impaired.

Response Details: I advised that I would send the caller s information and issues to TSA Cares for review. Further, I would send the same to the Customer Support Manager at PHL for review.

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6/20/2013 4:34:55 PM She is elderly, 84 pounds, obviously has mobility issues, and requires hearing aids. Caller says this is outrageous. His mother advised that they would not explain to her why they did this. Caller s mother told him that she was strip searched, but she spoke to caller s wife and did not indicate the same.

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Flight information: Flight 1555, PHL at 1005 hrs. this date. Caller s nephew checked her in curbside.

Caller asked questions concerning:

6/20/2013 9:31:37 PM How to file a complaint. TSO made her go through screening at ATL, and a patdown. She wanted TSA to know she is upset.

I responded from the template below:

We encourage you to visit our website at www.tsa.gov to submit your complaint in writing.
Caller is from WA state. She is blind. She lost a necklace pendant on her trip in March. She was not sure if she lost it in NY or at the other airport she went through. She called to report the loss and was given the number for lost and found at LGA and sent a claim form. She said that she ended up speaking with three people. One of the people told her that since she was blind they would send in her claim for her. She has not heard anything. She had a notice of inspection on her list flight that was stamped 5 31 2013 @ 5:49 am. She said that holes were worn in her luggage and her Clark shoes were damaged. They had worn places on them to. She wanted a contact number for the airline. Caller said that she is in a wheelchair and always gets a patdown.

6/21/2013 10:36:17 AM I gave the following information: Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

If a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA.

Please be advised that TSA is not liable for any damage to locks or luggage from opening a bag for security purposes
I suggested that she call the airline because she said that the bag had holes worn in it. I advised her that the bag may have been damaged while on the conveyor belt or when it was being loaded on the plane. I told her that I do not have a contact number for the airlines.
I told the caller that we can not file a claim for her here at the TSA Contact Center. I gave her the number for the Claims Management Office at 571-227-1300.
I did review her previous record and she was sent a claim form and given the number for lost and found.

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

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Remote Client IP:(b)(6)
Date Time: 6/21/2013 10:47:18 AM

6/21/2013 12:02:12 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Denver to Boston, United Airlines.
Comments:my mother in law, who is 91 years old was "patted down" after she had gone through the security check in Denver. She had tissues in her pocket, which I assume prompted the pat down. Let me tell you how outraged our family is! My mother in law weighs 92 pounds, is in a wheelchair and has macular degeneration and is hard of hearing. She wears a hearing aid. She did not hear the staff ask her to empty her pockets, or she would have.
Funny that being her age, she didn't have to take off her shoes, but embarrassment and humiliation apparently is for everyone.
Query:
Caller has a security concern about LGA and a specific checkpoint, Concourse B in Terminal D. Caller says that he travels frequently out of many airports, and LGA seems to be the most un-secure airport that he goes through.

An incident occurred approximately a week and a half ago, where the caller noticed the irregular behavior of another passenger. Caller informed the TSOs at the screening checkpoint and received word from the TSOs that this person would be screened more thoroughly. Caller watched the person go through screening without receiving any form of additional screening. Caller would also like to express his concern about the lack of a body scanner at concourse B in Terminal D, the only concourse that does not have a body scanner. Caller says that the LGA supervisor said that his concern was legitimate and it would be one year from now until they get the scanners. Caller was advised to fly out of a different concourse or airport if he was concerned. Caller believes that this was totally inappropriate because it is a security concern. Caller has also noticed that there are no swabbings done at LGA in his last ten visits. Caller is not trying to get anyone in trouble, caller is just wanting to make the concourse safer.

6/21/2013 3:14:41 PM

Caller is informed that his concerns will be sent up to the CSM at LGA for additional review.

Caller is wanting to speak with a supervisor.

Escalation Notes:(b)(6)
The caller has expressed concerns that about LGA. He flys out of there twice a week and flys out of 15 different airports and LGA has serious security problems. He has two issues he wants to address.

1. He saw someone that kept touching his shirt like he had something hidden there. He told the TSO s and they said they would check. When the passenger that was touching his shirt went through the checkpoint the TSO s just sent him through the metal detector without a patdown. This concerned the caller.
2. He flys out of Concours B terminal B and there are no body scanners there. He also says they never swab anybody. When he spoke to a supervisor about this she said that they would be getting a AIT in about a year. She informed him do to budget reasons is why there is only one at LGA. The caller expressed great concern about a TSA supervisor expressing concern over a security flaw at that airport.

I assured the caller that he would speak with a security agent from the TCC and we would send this to a CSM at LGA.

6/21/2013 4:10:17 PM

Sir/Ma'am,

I'm(b)(6) an active duty Soldier traveling from El Paso TX to Honolulu HI. I and my Aide are traveling in dress uniform and have been treated other than service members to our country.

This began when the first set of screener's (both females) ran us through the metal detector even though they clearly seen us in dress uniform with awards and badges. Once the Alarm was set off they explained that we needed a pat down.

The second screener (male) began to explain me to begin to me that they should have never sent me through the metal detector and began to tell me to remove items from my uniform. I explained that this is a uniform and removal of items are not authorized. I also stated that my aide was through and wants photos of this search/pat down, his response was "I don't have time for this", my response was neither do I. He escorted be back out to began the entire process again? Meanwhile, my aide somehow and now both surprised that he suddenly tested positive for explosives and was taken to another room? Exactly at the time when he was reaching for his camera.

I have been proudly serving our country for the past 33 1/2 years and never have I been treated in such manner. Civilian travelers did take photographs with their phone and captured the entire event with one stating " this is embarrassing can't you see he is a Soldier in uniform serving our country".

I am not looking for an explanation or apology I am looking to get this fixed before more is added to the great TSA record it has become known for.

(b)(6)

Greetings:
I am precheck eligible on American Airlines (Platinum) and have participated since it was a pilot program. Now that I fly Delta, I no longer get precheck (although I am Silver elite). I often travel with my husband (b)(6) on Delta and he gets precheck. Needless to say, going through different lines is inconvenient. Also, since I opt out of millimeter wave detection, I have had probably hundreds of pat-downs, using a lot of TSA resources. What are my options for becoming a known traveler when flying Delta so that we can save both of us time?

6/21/2013 4:10:37 PM

Thank you in advance for your help

(b)(6)

Skymiles2154748350

Sent from my iPad

Caller went through Austin, San Diego, and Phoenix security yesterday. Caller states that while he was being screened in Austin, patches of cotton were rubbed on his hands and placed in a machine. What was the purpose of that? He is 87. He also received screening by AIT and patdown, even though the AIT did not alarm.

Lincoln NE

6/21/2013 6:01:37 PM

Advised caller:
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; however, the decision to expand this procedure to the checkpoint queue, checkpoint, and other areas of the airport was based, in part, on the attempted airline bombing on December 25, 2009. Expanding the use of ETD is considered a valuable additional layer of security.

Caller s 7 and 8 year old grandchildren flew home unaccompanied from BUR to PHX after visiting her. There mother is muslim and meet them at the gate at PHX by obtaining a gate pass from the airline, US Airways. The mother stated that her private parts were touched after she had to have a patdown. She believes that the patdown was inappropriate and does not understand why she had to have the patdown since she was not boarding a flight. The mother, (b)(6) told the caller that the TSOs would not allow her to use the AIT scanner because it was out of order, nor could she use the WTMD. The mother also said that she feels she was profiled based on her religion and required to have a patdown. The flight that the children were on was US Airways 2836 that arrived today, June 21st at 1130hrs, and the incident occurred around 1100hrs. Caller would like to file a complaint with the manager at PHX due to the inappropriate patdown and was calling to see if someone could look into this as discrimination or profiling.

6/21/2013 8:28:05 PM

Apologized to caller for her daughter-in-laws experience and explained that 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. Because your complaint concerns the conduct of TSOs at a specific airport we will forward the complaint to the Customer Service Manager (CSM) at that location for review. Also, explained that if she feels that the incident occurred due to profiling, she will need to put her complaint in writing to TSAs Multicultural Branch. Explained that we will send her a email containing a request for information that she can respond to in order to request the investigation.

Date correction on pat down Opt out as it took place May 22 not June 22.

On Jun 22, 2013, at 6:44 AM, (b)(6) wrote:

Dear TSAAdministrator,

I am a 68 year old female who flys a few times every year. I do not ever want to go through your full body scanner because of health concerns with radiation buildup or microwave damage over time to my body. Neither my husband nor myself have gone through the full body scanner since it was instigated. We have always chosen to opt out for the pat down and have allowed extra time to do this. Dr Oz has even recommended that over 65 men and women, pregnant women and children should not go through this machine, so going through it is not an option for me. I don't have a problem with the metal detector but that never seems to be a choice.

6/22/2013 9:23:17 AM

On May 22nd, 2013, we were flying out of Detroit, MI on a flight to Paris using. Delta Air France partner flight. The female assist had me spread my legs wider than usual and proceeded as usual except this time I received a karate like chop to the vagina , not once but each time she examined a leg facing front and facing back. This was shocking to me but I was out in public view and my husband was having his own pat down so I was reluctant to say anything for fear I'd be sent through scanner.

Subsequently I have read that I can have someone else observe my pat down which I will do I the future. This female assist TSA agent was blond in her 50's and really was out of line. we are asked asked if you have any sensitive areas but isn't it a given that the vagina is sensitive. I have never had this happen to me before. I would appreciate a response to this.

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

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(b)(6)

6/22/2013 9:24:17 AM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 6/22/2013 12:53:46 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am a british citizen holding a green card. I have been screened by CBP and have a Global Entry "Trusted Traveller" status. yet every time I board an airplane overseas bound for the USA I get "randomly" selected for additional screening! It happens every time so I know it is not "random". Can you pse advise how I can get removed from whatever "watch list" I am currently on? Thank you.
(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/22/2013 11:19:34 AM

Hi - I travel occasionally throughout the year on business and for personal reasons. This past Thursday, June 20th, I was flying from DCA to MHT on my way home from a business trip. I have had surgery and can no longer raise my right arm above my head. I tell the screeners this at every airport and am almost always directed to the other x-ray machine.

This past week, though, when I told the screener at DCA (aisle 1, about 5-5:15 PM) that I could not do raise my arm over my head, he instead called "female assist" for a pat down. This was not an efficient use of resources, and the two women who were doing the pat down told me that they should not have been called, that I should have been directed to the other x-ray machine where I don't have to lift up my arms (as I always had been in the past), and that the screener must be new. I asked them to please tell him that and to take this as a training opportunity. I left to catch my flight, so I don't know if this was done.

I am asking that the screeners at DCA be reminded of this policy. It's an unnecessary use of staff time and resources to do pat downs under these circumstances. It's also bad for the airline industry to have passengers subjected to unnecessary patdowns. Alternatively, if this screener was correct and this is a new policy to have people like me with medical conditions be subjected to patdowns, I would like to know this, too.

Thank you.

6/22/2013 5:12:32 PM

(b)(6)

The caller is wanting to know what the status of her claim. She filed it on May 30 2013 and hasnt heard anything. Several times during the call she says that no one has contacted her. The caller has a speech problem and is very upset. The caller states that she hasnt had any contact from anyone from Memphis or the claims management branch. The caller has called in 6 previous times to the TCC.
The caller is also upset with the screening that done to her when she flew out of Memphis on Jan 31 2013. After investigating the caller s incident took place on Jan 31 2013 and has been calling ever since. I asked the caller if she has gotten a letter from the CMB and she says no she hasnt. I asked the caller 3 times if the CSM had contacted her about her flight and she states that no one has contacted her. The flight path appears to be Memphis to MSP to SFO. I advised the caller I would forward this to the appropriate office for further review.

EID (b)(6) she indicates that she flew out of Memphis and had several items taken out of bag. She was given the number to the CSM.

EID (b)(6) The Passenger asks if she can file a claim for all the missing items. She was told yes and that she could fax her claim in to the CMB. She was given the lost and found number to Memphis. The agent asked the passenger if she would like her to submit the complaint to the CSM. The passenger declined.

EID (b)(6) The passenger describes in this EID that the items that were taken were in her carry on. She was given additional screening and doesnt understand why this was done. She also was calling back to let us know that the items werent in lost and found. The agent goes over the patdown procedures and the AIT procedures.

EID (b)(6) The passenger in this EID describes how she had to check a second carryon and when she arrived at SFO there was a NOI in the bag and her bracelet was missing. This EID was sent to the CSM. The CSM replied and stated this is an airline issue and that he would contact the passenger.

EID (b)(6) The passenger is calling back to ask if she can file a claim for the missing bracelet. Claim forms were sent.

EID (b)(6) The passenger is calling back to see if her claim has been recieved by the CMB. They havent responed. The agent provided the contact information to the CMB.

6/23/2013 9:34:02 AM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown); Permitted Items Current Date/Time : 6/22/2013 9:01:04 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Good evening. My uncle (b)(6) arrived at his destination to discover a note from your organization about the removal of an item in his check-in bag. The item was not specified but he determined it was a steel masonry float. Can you advise if this item can be retrieved by a family member. The flight was from JFK on Flight #799.
Would you like a response? : True
Passenger's Name (b)(6)
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 had a notification card stating that the medication cannot be xrayed. They wanded the medication. She flew from Columbus. But when she arrived at the PHX this did not happen. They acted like she was a security threat. The TSO sent her to a different line down different conveyor belts. She was pulled out of line, she had to take her shoes off. They had to pick up her property and take it to a different line. She felt like she was being segregated.

Response Details: This call came in on the normal general line so I began handling it as if it were going to be a CSM escalation. I told her I would send this to a CSM, but she did not want it to just go to someone at PHX. She said she wanted to file a complaint with corporate. I told her she could write to Headquarters if she would like. She did so I gave her the Headquarters Address. She wanted to know if I was going to send her a copy of the complaint. I told her I could not but gave her the EID number.

After talking with her I realized it was a TSA CARES issue. She said she felt like this happened because of her medical condition. I told her to file a formal complaint she would have to put it in writing. I gave her the address to send it to. She asked if I could just email that to her. I told her I could not, but remembered after the call that I could so I did.

Caller was calling from the PHX airport and had to hang up because she had to board her flight.

Incident Details: Caller had a notification card stating that the medication cannot be xrayed. They wanded the medication. She flew from Columbus. But when she arrived at the PHX this did not happen. They acted like she was a security threat. The TSO sent her to a different line down different conveyor belts. She was pulled out of line, she had to take her shoes off. They had to pick up her property and take it to a different line. She felt like she was being segregated.

6/23/2013 11:55:46 AM

She walked through the AIT and then was told she had to do a patdown because her medication could not be xrayed. They put the medication in a machine. She said there was no reason for this and it was humiliating. They did not have to do this in CMH and should not have had to do this in PHX.

She asked to speak to a supervisor. He gave her a card with a name on it of (b)(6) manager. She had to patdown a breast that just had a biopsy on it. She asked for the policy that said she had to have a patdown when her medication could not be xrayed. She did not want to give her email address at first because she said that was another way for her to get on some sort of list. But then she said it was hard to get in touch with her by phone during working hours.

It was such a contrast from her previous flight that she felt humiliated. The screening procedures were completely inconsistent.

Airport: PHX
Airline: SW
Flight Number: 3681
Location: Terminal 4 Gate C17
Date and Time: June 23 at 7:30am (Time she went through the checkpoint)

Disability Description: The caller wants to file a complaint on TSA in CLT. The caller flew on June 13th from CLT to SEA and she wants to file a complaint on TSA. She went through screening around 6:15am.

Response Details: I gave the caller the email and postal address to file a complaint.

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

6/23/2013 1:31:55 PM

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

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

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

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

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

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

Regardless of how the passenger and dog proceed through the walk-through metal detector, the dog will receive additional screening. A TSO will physically inspect the dog and the dog s belongings (collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm.

The caller had issues when she came to PHL. She flew out on Thursday 06.20.2013 at approximately 6-6:30. She had a 7:00 am flight. She had issues with the checkpoint. She is thinking of calling the lawyer. She flew with US Airways. She went through the AIT and had to do a patdown. She started to get patted down by a man and when he got to her breasts he said, oh you re a woman. He had a woman come over and told her that she was a woman. The TSO told her that she did not present herself as a woman and from here on out, when she came through the checkpoint she needed to let the TSO know that she was in fact a woman.
She indicated that everything she was wearing was true to size and she was not presenting herself as a man. She was told by another agent that technically as agent they should know and if they have questions then they should request to see a boarding pass without saying anything that could be rude. She says that she feels discriminated against and thinks she may need to call a lawyer.

She had a short hair but her clothing clearly allowed them to see her breasts.

6/23/2013 1:59:18 PM

Advised caller:

I transferred to MB.

ABaker completed the call.
I spoke with (b)(6) who was visibly upset. I did explain to her that the complaint needed to be in writing and sent to the Multi Cultural Division of civil rights and liberties. She kept insisting that she felt singled out and discriminated against based on her sexual orientation.

The TSO agent that she spoke with first was a caucasian lady that was short, pudgy and had white hair. This was the agent that told her that she needed to present herself as a woman and explain that she was a woman everytime she came through the checkpoint.

I also let her know that I would send this complaint to the CSM at PHL as well, so that an instance such as this would not be repeated.

6/23/2013 3:13:24 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/23/2013 1:21:22 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 06/22/2013 9:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Re entry security check TSA Employee: (If Known) :
Comment : I am a pregnant woman and this was my first and probably last time flying since becoming pregnant. Upon my re entry to the U.S. I requested a pat down because like MANY other pregnant women I did not feel completely comfortable with the body scanner. When I requested a pat down I had not one but two men make comments to me more than once about why I was opting out and why I should continue with the scanner instead. I feel as though it is unnecessary to explain myself more than once to someone about the decision I am making for my child. The scanners could be completely harmless but it is my right to choose without being questioned continually. Once I had made it very clear that I would not be going through a scanner they loudly told me that it was going to take a while since they didn't have an available female. I also do not understand why a female is not nearby for female passengers who opt out. While in the Roanoke VA airport the TSA agents gave me not grief and were all very understanding of my decision. That behavior is what I would expect out of any airport.
The females who patted me down (in both airports) were very professional and very understanding. I wish I could say the same for the men who have become confused into thinking they are doctors.
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

6/23/2013 4:21:06 PM

The caller flew from HOU on Southwest airlines to BWI. She has a card stating that she has metal implants. She had just had knee replacement surgery. She had to undergo a patdown. She gave the black card, her pink master card, and her driver license. She cannot find that black card stating that she has her metal implants, with her name, doctors name, along with the surgery date, and she is missing a pink master card with her name on it. She stated that they gave her drivers license back. She stated that her purse was searched and now the items are missing from her wallet. She stated that they took everything out of her purse. She stated that she has her drivers license. She stated that she does not consider the items to be lost and found.

I advised the caller that the medical documentation is not required for her screening. She would need to let the TSOs know if her metal implants before screening begins.

Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost. I provided the contact information for the lost and found department at, William P. Hobby Airport: 713-454-6933.

http: www.tsa.gov airport-lost-found-contacts#7

I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.
Caller stated that she is missing her billfold. She went with Hawaiian Airlines to go to Maui. They searched her because of a hip replacement, and when she picked up her purse she didn t check to see if everything was in it, and she thinks someone took the wallet from her purse while she was getting her patdown. The purse is black, a little larger than a bill fold. about a 4x6. 2 zippers inside. 3 credit cards, drivers license, medicare card and AARP. There was a little day planner with addresses in it, about $160 in it, and a calculator.

6/23/2013 5:48:39 PM

Flight details below:
Airport: HNL
Airline: Hawaiian
Flight #: 386
Departure Date: 6-22-13
Departure Time: 10:07 a.m.
Went through security: 9:30 a.m.
Terminal Gate: 52

She also wants to know how she would be able to get back without ID.

Advised Caller:
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present documents as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification.

If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the passenger may be asked to assist TSA in the identity verification process. Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity.

6/23/2013 6:00:46 PM

The caller was upset over a patdown that she received. She stated that she flew from DAL to LAS and then from LAS back to DAL. She indicated that she is a grandmother of 10 and a mother of 4. When she went through the checkpoint the first time on 06.14.2013 at around 7 pm, she stated that she went through the checkpoint with other ladies and men. The men were not touched; however the women were. She felt as though TSA is sexist and racist, because they just chose the women to be patted down as opposed the men. She felt as though she was groped and had her butt and breasts felt up.
The same incident happened to her on her way home from LAS on 06.22.2013 at around 3 or 4. There were men at LAS, as far as TSA agents as well as passengers but they were not subjected to the patdown procedures.
She did state that she would go to the press or the media. Her blood pressure is up and will not come down over this whole situation.

Advised caller:
That I can send the complaint to the CSM, but the actually discriminatory complaint has to be done in writing. At first she was reluctant to provide me with her telephone number or email address but she finally provide me with those details, so that the information could be in writing.

She is very untrusting of TSA at this point, and I did try to reassure her.

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She is very untrusting of TSA at this point, and I did try to reassure her.

6/24/2013 8:36:57 AM

To whom it may concern,
I just passed through security at Bgm airport preparing to go on flight dl3757 to dtw. Although the all the TSA staff were very friendly, I was very disappointed when I heard a staff member yell out to search me/ pat me down because i have an insulin pump. Not only inappropriate to tell out, but what better overt way of profiling an there be? I know from other travels that my pump needs to be tested for explosives- for which makes sense to me, but to mandate a pat down because of an illness.., Really? I was embarrassed and felt very singled out as people looked on. This is an experience that will be shared with many and only hope this gets heard to avoid future embarrassment.
(b)(6)

Sent from my iPhone

6/24/2013 10:24:41 AM

Disability Description: Metal impants, hip replacement.

Information Request: Caller asked questions concerning metal implants during the screening process as she traveled to Dublin Ireland from the U.S.. I instructed the caller from the template below on the proper procedures (patdowns, documentation, AIT screening....etc) when doing traveling with metal implants.

I explained to the caller that they would need to notify the TSO conducting the screening about the location of the implant so that it wouldn t be a surprise when if it alarmed; if it did alarm then additional screening may occur, specifically in the area of the of the implant, such as a patdown by a same-sex officer.

6/24/2013 12:05:52 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/24/2013 10:33:22 AM Airport : CHS - Charleston International Airport Date/Time of Travel : 05/28/2013 1:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am a diabetic and I travel with an insulin pump. I know that the TSA's position is that the body scanners are safe for this device, but the manufacturer of the pump won't endorse that, and the fact that my life depends on this device leads me to opt-out of the body scanner for a pat-down. I understand the importance of safety and I have no problem with the pat-down procedures. What I have a problem with is the resistance I am met with every time I go through this. I travel between 2 and 4 times each month on business, and almost every time I am met with resistance from the TSA agents and at times almost have to convince them to allow me to opt-out. I understand that this makes more work for them, and I wish things could be different, but they are not. On one occasion, traveling from Charleston, SC, the agent went as far as to reprimand me in an unpleasant tone, stating that I would "just have wait", "you'll be here a while" and "it will be at least 15 minutes before someone can come screen you" (it took no more than a minute before someone was there). I am not enjoying this process any more than they are and the last thing I need is to be made to feel guilty or bad about it. I would like to see zero resistance to my request to opt-out, and the agents to be as cooperative and understanding as we have to be as passengers. If someone opts-out, understand that it's for a good reason, not because we enjoy being patted-down. It's not pleasant for either party, but let's all behave like adults and cooperate in the name of keeping everyone safe.
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

6/24/2013 2:26:49 PM

Feedback Type : Security Issue
Categories : Other; Pat-down
Current Date/Time : 6/24/2013 1:46:19 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 06/21/2013 6:00 PM Airline & Flight Number : 282 Airtran Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello,
On a return flight from Cancun Friday 6/21-2013 I was informed by Baltimore TSA supervisors I have a security flag on my ticket that will require extra security processes EVERY time I fly from now on. She suggested I contact your department as I believe this is unwarrented. The code on my ticket that seems to have prompted this is SSSS in the lower left corner. Everyone was very nice and I have no complaints on how I was treated. I just want a closer look into why this has occurred and what information I can provide to eliminate this extra delay.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Hello , My wIfe was travelling from MCO Orlando t 0 JFk New York. She was selected for a special Pat down. It was done by a male TSA agent, he had his hands between her breast. I would like to know if this was proper procedure, or if this was suppose to be done by a female TSA agent. I can be reach at (b)(6) or at my email; HYPERLINK (b)(6) Thank you.

(b)(6)

(b)(6)

6/24/2013 4:21:42 PM

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IMPORTANT: Any information contained in this communication is intended for the use of the named individual or entity. All information contained in this communication is not intended or construed as an offer, solicitation, or a recommendation to purchase any security. Advice, suggestions or views presented in this communication are not necessarily those of Pershing LLC nor do they warrant a complete or accurate statement.

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6/24/2013 4:21:59 PM

Feedback Type : Security Issue
Categories : Duration of Screening Process; Carry-on Property Out of View During Screening Current Date/Time : 6/24/2013 3:56:11 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 06/09/2013 11:15 AM Airline & Flight Number : Korean Air Checkpoint/Area of Airport :
TSA Employee: (If Known) : Supervisor (b)(6) ; Officer (b)(6) (Ms.); Officer (b)((Ms.) Comment : Hello, I will gladly give more details when your representative calls me but the long and short of the problem is that I requested an opt-out and was left standing, out of sight of my luggage, for 7 minutes. The customer service that I received from the gate officer and the inspecting officer was reprehensible, although the pat down itself was as it should be and not a problem Attitude suffers dearly at this location, which is so unusual for Dulles. Something is not right there, all the way up to the Supervisor, with whom I tried to receive some satisfaction.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/24/2013 4:22:01 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/24/2013 3:51:29 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 06/15/2013 8:00 AM Airline & Flight Number : AA Checkpoint/Area of Airport : security TSA Employee: (If Known) :
Comment : My daughter is 16 and was travelling alone for the first time and I got a gate pass to go with her. While going through security, she was told to step aside and then her hands were wiped with some tissue and then 2 women said they had to pat her down so took her to a room. I went with them. On questioning them, the one doing the pat down was very rude and the other one said 'Oh its some chemical we don't want to see on airplanes'. Of course the pat down didn't yield anything and I shudder to think what would have happened if I hadn't got a gate pass to go with her. We could not get a satisfactory answer from either one of the agents. I have been flying for several years and have NEVER had any bad experience and would like to know what happened this time.
Would you like a response? : True
Passenger's Name (b)(6) (mother) Phone Number (b)(6) Email : (b)(6) o leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/24/2013 5:34:08 PM

Caller wanted to file a complaint concerning (b)(6) who is an STSO at JFK who treated him in a very rude way today, by allowing a black gentleman to get in the line in front him, causing him and his son to be separated during the screening process. When the caller complained an STSO told him that ***he could do anything inside the checkpoint that he wanted to do, and that he makes the rules there***. It appeared to the caller that the man allowed to cut line in front of him, was a friend of the STSO because they exchanged smirks when the caller complained about being separated from his son during the screening. He said that the TSO became upset and gave him secondary screening (patdown and his carry on luggage) for complaining. During the search of his luggage, his laptop was stepped on by the TSO, who never apologized.

The connection with (b)(6) was very bad and eventually the call disconnected. I called him back and received his voicemail, so I left a message apologizing for the incident and also to assure him that I would send his complaint to the CSM at JFK. I could not confirm whether or not the laptop was damaged due to the disconnection.

He informed me that was boarding a flight to Paris France just minutes after the phone call. The email address that I gathered is most likely the best way to contact him because he will be in Paris for several weeks.

I advised on the message that I left the caller:

(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.

Date Time--6-24-13 at 5:04pm.
Gate or Terminal--Terminal 4 line 6
Airline—Swiss Airline
Flight #-- LX017

This electronic transmission contains information from the law offices of (b)(6) This transmission is confidential and may be protected in whole or in part by attorney-client privilege, as well as other privileges and/or immunities. This transmission is intended solely for use by the above named recipient. If you are not the above named recipient, be aware that any disclosure, copying, distribution or use of any portion of this transmission is strictly prohibited. If you are not the above named recipient, you should immediately reply to this e-mail, stating you received this e-mail in error, and then delete the e-mail and any attachments from your system. If you are the above named recipient, unless you notify us otherwise in writing, your electronic reply to the above identified sender constitutes your acknowledgement that electronic transmissions are susceptible to interception and your agreement to send and receive confidential information via this medium.

Dear TSA,

6/24/2013 6:27:22 PM

I was at the Des Moines airport today, boarding a flight. While at the TSA checkpoint, I asked a supervisor if I could bypass the AIT screening and opt for a pat-down. She told me that was not allowed to do that. I told her that was not true, and she left, instructing other TSA agents to subject me to additional screening. I found this not only unprofessional, and in violation of the TSA's own rules, but found the additional screening to be more punitive, rather than effective. Certainly someone questioning the TSA's application of the TSA's own rules is far more likely to be a non-threat than the average passenger (although as they are both so unlikely to be a threat, that I have no idea why locking the cockpit doors has not already eliminated the need for officious TSA supervisors). Please look into this matter and update me on your findings. Thank you.

(b)(6)

Des Moines, Iowa 50309

6/24/2013 8:23:53 PM

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 6/24/2013 6:46:42 PM Airport : EWR - Newark International Date/Time of Travel : 06/24/2013 6:30 AM Airline & Flight Number : Alaska #15 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I asked for a pat down rather than go through the xray. My belongings, purse and computer and carry on were left at the end of the belt after they were screened, exposed to all, while I was waiting for a female TSA employee to pat me down. This took awhile. I asked another TSA employee about protecting my things and she stated they will be left at the end of the belt. When the pat down employee finally came, I told her my belongings were unguarded and she said "YOU asked for a pat down". I felt I was being reprimanded for asking for a pat down, and my punishment could be my belongings being stolen. This is not acceptable.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 6/24/2013 9:52:20 PM Airport : TVC - Cherry Capital Date/Time of Travel : 06/24/2013 11:00 AM Airline & Flight Number : Delta 3705 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : The TSA staff at TVC Cherry Capital must undergo updated training about proper screening procedures for breastmilk, which is classified as a medically necessary liquid by TSA's own policies.

On June 24th I was traveling with my husband and 11 month old daughter. I alerted the TSA officer at the security checkpoint that I had bottles of breastmilk. When I had traveled previously from/to Denver and Austin, the guards took the milk around the X Ray device to engage in a separate screening, since x rays damage breastmilk. Today, however, the officer running the primary scanning machine (an older woman with gray hair) told us that it had to be x rayed. We disagreed and pointed to TSA's own policies. She said that if we didn't x ray it, we would have to have ALL of our luggage examined (not just the breastmilk, which was standard procedure in the other airports) and that I would have to go through a pat down (even though I did go through the metal detector, and TSA policy states that pat downs are only necessary when a passenger opts out of the imaging technology or metal detectors).

To expedite our travels (and since the TSA guard would not budge), my husband and I agreed to let them search all bags as long as they did not X-ray the breastmilk. I also agreed to undergo a pat down since the screener insisted that it was necessary since the milk wasn't x rayed.

6/24/2013 10:09:14 PM

It was not necessary for me to be subjected to a through pat down, especially since I was carrying the baby on me. In every other airport, we were simply given a hand test (swab?) when carrying the baby, but the screener made me move the baby, who became agitated. This is an unwarranted invasion of personal privacy.

We also asked for the supervisor. The supervisor was an older male. My husband told the supervisor his staff needs to re read breastmilk guidelines. The supervisor became defensive and insisted they were "fully trained on all SOPs". The supervisor refused to explain said procedures (such as the need for a pat down when not using x ray), but he did (thankfully) correct staff that any bag that went through the X-ray did not need to be searched. The screener did insist on searching through diaper bag even though all bags had successfully passed through X-ray. My husband asked another older female screener for the business card of supervisor, and was told that the older gentleman was the supervisor. We were never given his name, though we requested it.

The supervisor then called for security, which was not needed since all my husband was asking for was supervisors name. This escalation was not needed and made the situation more tense. Clearly he did not like the fact that my husband questioned him and was overly defensive of the situation.

I recommend entire TVC staff gets training on handling of breastmilk, breast pumps and other child safety issues. This is a tourist destination airport and I am concerned for other families traveling here as staff is clearly not trained for these situations.

The TSA clearly has a poor public reputation (and pending lawsuit) stemming from improper execution of TSA policies regarding breastmilk. It was shocking that there were at least six staff at the TVC airport who were NOT properly trained (or were afraid to confront the supervisor) on these matters.
Would you like a response? : True
Caller flew on June 20th and returned on the 24th from Minneapolis. She is visually impaired and went through the AIT and she had a paldown. The TSO were speaking to her husband rather than her while she was being patted down and she thinks that this is innapropriate. She wants to make a complaint about this.

This happened on the 20th from Minneapolis to Seattle on Delta flight number 1653. She was going through G15 at about 5:00 am. She does not have any names or descriptions of the TSO s involved because she did not think about this until she got on the plane because it was so early.

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

6/25/2013 10:18:56 AM

I also asked her if she is calling with a different concern such as poor customer service? She stated that this is poor customer service.

I apologized to the caller and told her that our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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

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

TSA appreciates that you took the time to share this concern with us.
The caller said he is an employee with United Airlines. The caller said he traveled with his 13 year old daughter (b)(6) today from George Bush Intercontinentail Airport. The caller stated they held her for over 30 minutes and she had to under-go a pat-down. The caller said the officer at the checkpoint told him that his daughter is on a watch list. The caller wanted to know what he needs to do to get his daughter off of the watch list.

6/25/2013 12:56:07 PM

I sent the caller the forms to apply for Redress via postal mail. I told the 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:
• 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

To Whom it May Concern--

On June 16th, as I was going thru security with my grandsons, who were unaccompanied minors, I presented my card which states I cannot go through the traditional security scanner, due to a surgically implanted spinal stimulator. I was bullied & harassed by the TSA, who kept insisting, despite my explanations, that I should/could go through it, and that my Dr. should go to their web site and read up on it. He would hold his hand up to interrupt me as I spoke, and not let me finish what I was saying. Then another TSA chimed in and loudly asked me if I'd "turned it off" & when I said no, she said "well, if you'd turn it off, you wouldn't have any problem." as though I didn't know what I was talking about. When I continued to stand my ground, they and a third TSA all acted put-upon, conferred amongst themselves, and one of them said loudly, "she wants a pat-down." I waited while they called, 3 times, for a female to come and do a pat-down, and then another, more polite TSA worker, asked if I'd be willing to go thru the all-body scanner, which I said I would--I'd done that before, and it wouldn't affect my internal spinal stimulator. So I did that, and then had a minimal pat-down after I came through the scanner.

6/25/2013 2:03:31 PM

This kind of harassment is why the public dislikes your employees so much. They acted as though I didn't know what I was talking about, talked down to me as though I was a child, and belittled me in front of other people. I was well aware, also, that if I put up too much of a fight, I might be hauled off in handcuffs.

The airline was Southwest, and it was flight 1806, scheduled to leave St. Louis Airport at 3:55 p.m. The man who did the initial harassing was a middle-aged man with gray hair.

(b)(6)

6/25/2013 3:04:23 PM

Caller:
Caller flew from BDL yesterday with Southwest Airlines. She was in a wheelchair. Her hands tested positive from a test so they took her into a private area for additional screening. This included a patdown as well as her carry-on luggage being hand inspected. Once she was cleared they were backing her out of the room in her wheelchair. Someone behind her dropped her laptop. After she took the laptop out of her luggage when she got home it was damaged. She could not see who dropped it. She does not know if she was getting wheelchair assistance from Southwest.

Airport: BDL
Airline: Southwest
Flight #: 2584
Date and time: 06 24 13 at 6 a.m.
Location: B6

Response:
TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

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

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

6/26/2013 1:04:49 PM

Caller went through the checkpoint at Daytona Beach International Airport between 6 and 6:15 am on 6 20 2013. She was flying to Birmingham on Delta flight 1280. The flight departed at 7:15 am. She said that she took off her shoes and put them and her other items in the bin. She handed her liquid medication to the TSO and requested a visual inspection. She said that the TSO told her that since she had liquid medication she and her belongings will require further inspection. Everything was taken out of the luggage and her carry-on bag and inspected. She was then given a patdown. She said that she asked to speak with a supervisor. She said that they were going to get a TSA person who said that she was belligerent. She asked for another supervisor. The supervisor she spoke with told her that he does not see any reason why they should go through her bag or give her a patdown. He went to speak with someone else and then he told her that it was a miscommunication problem. She said that she was humilated and angry. This is the first time this has happened to her. The TSO told her that they were simply doing their job. She stated that they apparently do not know what their job is. She did not have a problem on her trip back. She wanted to make a complaint. She said that she would like to be contacted by someone about her complaint.

I apologized for her unpleasant experience and told her that I would forward her record to the CSM at Daytona Beach International Airport for review.

Feedback Type : Complaint
Categories : Screening
Current Date Time : 6 26 2013 12:09:49 PM Airport : IND - Indianapolis International Date Time of Travel : 06 24 2013 Airline Flight Number :
Checkpoint Area of Airport :
TSA Employee: (If Known) :
Comment : I understand the need for screening of passengers, but the consistancy of regulations is something that differs from airport to airport and is very frustrating.
1. as I entered the airport I was reading all the signs (b terminal entrance) it said only ticketed passenger, retail food purchase past this point . there was no sign saying I could not take my recently purchased cup of coffee. as soon as i get to the screening station I am told I have to dump my coffee and my family as well (I want my refund $15). if you are going to have this rule how hard is it to post it before people purchase items?

6/26/2013 2:04:49 PM

2. How come screening policies change from airport to airport. ex.. my CPAP machine in the bag was scanned fine by San Diego airport, but in Indianapolis I had to remove the CPAP machine from the bag? How hard is it to have consistancy in screening policies?

3.after I made it through the X-ray machine for my self and I put my shoes on I was walking away from x-ray machine, the TSA agent that was just standing there came towards me in an aggressive manner. first he went from just standing there to putting his hand on his gun belt (like he was gettineg ready to take someone down) stepped towards me and stuck out his chest. He went from a non-aggrssive stance to an aggresive posture as I walked by, is this a coincedence or is it because I was vocal about my displeasure of having to throw away my cup of coffee when there was no sign(s) posted? How hard is it to act proffesional and not like you are the big man who can arrest you for speaking your mind? as a passenger I do have some rights. Yes, I do know the difference between an aggresive Non-aggressive stance. My time in the military trained me to know the difference.

4. The person who checked my boarding pass amp; photo ID, pat down search, and the woman at the body x-ray and the was very proffesional and pleasant.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Caller has a complaint. Callers husband is handicapped. Caller said they went through Logan Airport and they flew on Delta to Raleigh Durham. Caller said they were supposed to leave at 12:45 and did not leave till 2 pm. Caller said her husband is paralyzed in his right arm and he cannot move this at all. Caller said he told them he was paralyzed in that arm when they tried to do the AIT. Caller said they pulled him aside and they did a complete patdown. Caller said he had his arm on a sling and TSA swabbed it for explosives. Caller said they touched his genitals with the back of their hands and also his backside. Caller said they put their fingers inside his waist band. Caller said after the sling was swabbed and they put this swab in a device. Caller ask if there was an easier way for him to be screened. Caller said her husband has a difficult time getting his belt back on and he has to drop his pants to his knees to get his belt back on. Caller said her husband really does not want anyone to assist him with his belt. Caller wanted this recorded but does not want to complain about Logan TSOs, it is more of a complaint about the procedures used. Caller said her husbands arm is atrophied and he cannot move it without lifting it with his other arm. Caller wanted to suggest that TSA address the issue of screening a person with the disability of a paralyzed arm. Caller would like to see TSA develop another screening method that would allow the person to retain their dignity by being able to help themselves.

I explained to the caller that the patdown is done if someone cannot undergo the AIT. I told her the AIT is the preferred method of screening and if that can t be done, they have to do the patdown. I told the caller I will forward her information about the AIT and information that has the patdown procedures. I told her he can request a private room, but TSA would not want her husband to drop his pants. I provided her the information for filing a disability related complaint.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division at TSA.ODPO@tsa.dhs.gov

6/26/2013 3:30:32 PM

or

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

TSA encourages passengers with disabilities or medical conditions to arrive at the airport early.

I told her about TSA Cares and how it works Travelers may call TSA Cares toll free at 1-855-787-2227 I told her to call 72 hours before a flight.

I told her she can ask for a Passenger Support Specialist

-----Original Message-----
From: TSA-ContactCenter@dhs.gov [mailto:TSA-ContactCenter@dhs.gov]
Sent: Tuesday, June 25, 2013 11:27 PM
To: TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov
Cc: TSA-ContactCenter@dhs.gov
Subject: Got Feedback : PHL - Philadelphia International

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/25/2013 11:26:46 PM Airport : PHL - Philadelphia International Date/Time of Travel : 06/23/2013 8:15 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport :
TSA Employee: (If Known) :

6/26/2013 4:06:56 PM

Comment : I recently traveled out of Philadelphia with my husband, 3-year old and 10-month old. Prior to traveling to the airport I checked the travel policies regarding travel with children and infants on the airport and TSA websites. I packed juice boxes and unopened pouches of baby food for the flight and placed them in a clear Ziplock bag, and alerted security to this prior to going through the metal detector. While packing things up (and trying to contain my 3-year old and 10 month old) I was informed that anyone traveling with a liquid of any kind, including juice boxes, greater then 3 oz was subject to a full pat-down and manual inspection of all baggage. I asked twice to clarify, as I have not had this experience in the past and the TSA website did not indicate anything about this policy. The TSA agent said that only one person needed to receive a pat down and that we could pick which one of us was pat down but that our bags would need to be hand inspected as well. My husband then was pat down while I tried to keep my children calm at the checkpoint. If I had been traveling alone, there is no way I would have been able to receive a patdown at security and contain my small children at the same time unless we went to an enclosed area. I found the entire experience to be very odd, and would like to clarify if this is indeed the policy. If so, it should be recommended that parents not travel with juice, as I certainly never would have brought it if I knew it would be such a hassle. If this is truly the policy for individuals traveling with small children, I will clarify with all of my friends and family not to travel with juice boxes. If it is not the policy, I would greatly appreciate if you provide additional education to the TSA agents in the Philadelphia 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

Caller says he has been on a watch list for about 4 years now. He says he applied for a redress number, but it is not doing him any good. He is still experiencing problems. He arrived between 2 and 3 hours early for his flight yesterday and still almost missed his flight. He is putting his redress number in his airline information. He wants to know how this works. He applied for the redress number 3 years ago. He thinks he completed the entire application process. His redress control number is (b)(6) He says that he cannot print a boarding pass at home or at a kiosk. The airline manager has to print his boarding pass. He says that he receives a patdown and a physical inspection of all of his bags at TSA. He says that when he gets to the gate, the airline has to call Homeland Security and stay on the phone with them for some time before he can board. This is what almost made him late yesterday. He wants to know why he is still having problems.

Advised caller:
Advised caller that redress does not always resolve the situation depending on the findings. Advised caller that he should have received a final determination letter when the application process was completed 3 years ago. Advised caller that if the issue is discovered and can be corrected during the process, it would be. Advised caller that if it cannot be corrected a passenger can still experience problems. Advised caller that his status shows that it is closed and a letter has been forwarded to the address included on his application.

6/27/2013 11:01:35 AM

If you have not received written correspondence, you can request a copy of your final determination letter via e-mail by sending a message to TRIP@dhs.gov. Please include your Redress Control Number (RCN) in the subject line, and your full name, date of birth and complete mailing address in the body of your e-mail.

https://trip.dhs.gov/status.aspx
DHS TRIP Case Status

Closed
DHS has completed its review of your submission. A letter was forwarded to you at the address provided in your application.

Caller is trying to reach someone in traveler ombudsman and Traveler Engagement, Office of Civil Rights and Liberties. She says an officer done something unusual and she wants to know if this is considered discrimination or violation of her civil rights and liberties. Caller wants to speak with the Ombudsman.
Advised caller:
I attempted to find out if the incident was an alleged act of discrimination. We have a multicultural branch here that handles Civil Rights and Liberties.

CALL TRANSFERRED TO MB AGENT (b)(6)

6/27/2013 11:36:36 AM Caller states she is an experienced traveler, never has anyone asked to check her hair for any reason. Is this action normal to receive secondary screening in the form of a patdown on the hair?
Caller Advised:
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.

Caller did not wish to pursue a civil rights or liberties complaint.
Disability Description: Caller has a complaint about a patdown. Caller said the supervisor was the cause of the complaint. Caller would like to see the supervisor fired or severely reprimanded. Caller flew from JFK to Pittsburgh. Caller has artificial knees and she always causes an alarm, caller tells them before she is screened. This time an alarm went off. Caller said she was asked if she had any sensitive spots and caller told her she had a disease and has sensitive spots all over. Caller said the TSO ignored her and started presses hard on her body and this caused the caller to jump around. Caller said a supervisor (b)(6) came over and started a new patdown. Caller said she kept jumping and caller stated she almost had a gynecological exam. Caller said she was not offered a private screening and she was not given the opportunity to use the AIT. Caller feels the supervisor was using vengeance and pressed harder and went into personal private area in a most inappropriate manner. Caller was flying on DL3999 or DL3383, Terminal 2, GTZPIJ

When asked, caller stated she does feel like she was discriminated against based on her disability. Caller agreed to submit complaint in writing. I covered the D RFI with her verbally.

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;
6/27/2013 12:23:45 PM Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

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

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

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

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

Transportation Security Administration
Disability Branch
Disability and Multicultural Division

Caller tried the website but found it confusing. He has a complaint against a rude screener at LAX last Thursday 6-20-13 at 6:20 AM.
He was at LAX at Terrace 3 Checkpoint Isle 6. They were preparing to board an Allegiant Flight to Montana.
The head guy was (b)(6) He stated that Officer (b)(6) was nice.
The screener was a tall man with an accent that sounded Russian. Officer (b)(6) knows the rude TSO.
His wife has some physical problems and she did not want to go through the AIT. She needed to get her patdown and go on to the bathroom.
The TSO was rude to his wife because she opted out of the AIT machine. He was even ruder when she said she needed to go to the bathroom.
He stated the Officer just smirked at them. He was making her wait on purpose.
His wifes name is (b)(6)

6/27/2013 1:53:11 PM

He (Caller) said he waved at a female Officer he could see there at the checkpoint.
The Female Officer came over and said: I didn t even know someone needed a patdown. She conducted the patdown for his wife and they went on.

Told him I am sorry his wife had an unpleasant experience.

I will send his complaint to the Customer Support Manager.

He asked if he will receive feedback.

Told him not necessarily. I will send his contact information in case they need it.
I will say we do take complaints seriously.
Good morning -

After yet ANOTHER less that positive experience with TSA, and after receiving a TSA Customer Comment Card from the supervisor in Las Vegas, I am writing to share my ongoing experience.

First, I must stress that, although I may not agree with the need for the continued level of security at our airports, I am willing to comply. As I travel about the country, I will ALWAYS follow the rules put forth by TSA.

With that understanding, I am continually amazed at the lack of professionalism of the TSA agents, something that is consistently presented in their attitudes and lack of respect of the traveling public. I once again had an "experience" at LAS, at approximately 11:30am at checkpoint "C-AMEX". I spoke with LTSO (b)(6)

Because I am insecure about the safety of the electronic screening machines, I always "opt-out" and willingly accept a personal pat-down screening. I have learned to notify the TSA agent that I will be opting out BEFORE I get to the detector so that I can avoid a situation where my personal items have passed through and I am no longer able to watch them. (FYI – my laptop was taken by another traveller recently at BNA in a similar situation.) But, due to the lack of concern on the part of the agents, during yesterday's experience, I was left standing where I could not see my property.

When I was finally escorted in, and after pointing out my property to the TSA screener, I watched him stack my personal property … placing a full bin on top of the bin with my laptop computer and iPad. I immediately stopped him and asked that he not stack anything on top of my expensive electronics. With an attitude, he then put my dirty shoes, which I intentionally left outside of a bin and on the conveyor belt, on top of my sport coat (which was in the bin.)

6/27/2013 2:20:53 PM

After the pat-down screening, I asked the agent why he felt that it was OK to put heavy items on top of my computer and why it was OK for him to put my dirty shoes on top of my jacket. He acted as if he had done nothing wrong. I asked him if, in training, was he ever told NOT to do this and to better care for a traveler's property. He acted as if it did not matter to him. Apparently, his "supervisor" (LTSO (b)(6) stepped nearby and overheard the conversation. He, too, acted as if the had no responsibility for this. So, I asked for his information and he handed me the Comment Card.

I am astounded by the fact that the TSA can expect passengers to abide by a long list of ever-changing rules yet they themselves have no obligation to the traveller and the safety and security of their property. Not placing something on top of a laptop computer seems reasonable – something that can easily be handled with training. Not placing someone's direct shoes on top of their other items also seems reasonable, and too is something that can easily be handled with training.

The bad attitudes are something else. I am astonished by this. If I were to be as unpleasant to them as they are to me, I am sure they would not react well.

What can I do? This is NOT about safety. This is about customer service. This is something that can be changed. This is something that MUST be changed.

Thanks,

The caller said he flew from Kingston, Jamaica to MIA then to ATL on American Airlines flight# 1466. The caller said he does not know the gate or terminal he was at. The caller said while he was going through the TSA screening checkpoint at MIA on 6 27 2013 at 10:35am a male TSO by the name of (b)(6) took his laptop to a table while he was undergoing a pat-down. The caller said the officer forgot to return the laptop. The caller wanted to know how to get his laptop back. The caller said he also had jewelry missing from his two checked bags. The caller also stated he had liquid spilled onto his clothing that was inside of his checked bag. The caller said he did not have a NOI in his checked bag s. The caller said the two bags were a Rimowa brand. The caller said one bag was brown and the other bag was silver. The caller s baggage tag number s are (b)(6) and (b)(6)

6/27/2013 3:37:56 PM

I told the caller I would forward the information to the CSM for further review. I gave the caller the phone number for the lost and found for Miami International Airport 305-421-2410. I sent the caller a claim form via e-mail so he can file a claim if he cannot recover his laptop.

Date- 6/27/13
Time- approx 8:30 am
Airport - CVG
Area- security line
TSA Employee (b)(6)

An unfortunate incident occurred this morning that was clearly preventable. TSA Agen(b)(6) directed my son through a metal detector after I repeatedly requested a pat down. Because I used the word "x-ray" versus "metal detector" he refused to listen any further as to why my son should receive a pat down. Regardless of the reason why... It is my understanding that if I request a pat down, my son should receive a pat down. As a result, Agent. (b)(6) has needlessly subjected my son to a shunt malfunction (my son has a programmable shunt that has a magnet controlling the valve)

I am going to first state the facts as to what occurred on 6/27/13 at approximately 8:30am and then I will summarize:

Facts:

6/27/2013 6:03:47 PM

1). When my son and I finished taking off our shoes in the security line we found ourselves in the body scan line 2). I reached out to TSA Agent (b)(6) and told him my son needed a pat down - he cannot go through the scanning.
3). Agen(b)(6) directed my son and I to follow him towards the metal detector to which I replied he cannot go through the "x-ray". - he needs to be patted down 4). Agent (b)(6) got very firm in his tone and again directed both of us to follow him towards the metal detector. Agent (b)(6) repeatedly stated that TSA has not used x-ray for sometime.
5). While moving towards the metal detector I repeatedly tried to explain that my son has a shunt with a magnetic valve and he "cannot go through this machine".
6). Agent (b)(6) was agitated and directed an older gentleman on the other side of the metal detector to take my son through.....I asked if this machine is turned off - no one answered me and they directed my son through the metal detector.
7). At this point the machine beeped and I turned to agent (b)(6) and asked him why he was so disrespectful and why would he not listen to me.
8). Agent (b)(6) then told me that I said he could not go through x-ray and this was not an x-ray.

To the best of my ability, this states the sequential facts of what occurred. On the surface, this might appear to be a simple misunderstanding and perhaps questionable customer service. In reality, Agent (b)(6) had an attitude from the moment I engaged him and asked for a pat down. In my opinion, Agent (b)(6) was disrespectful and arrogant. At no time did he stop to listen to my concerns. Agent (b)(6) is going to stick to his position that I indicated my son could not go through x-ray - which is true I did make that statement. However, that does not negate the fact that I originally requested a pat down for my son and I insisted that he not go through the metal detector. Agent (b)(6) heard me reference x-ray and that was the end of the story - he quit listening and frankly tried to make a point that my concerns were unwarranted.

I can only assume that Agent (b)(6) went about his job the rest of today without regard to the impact that he had on my son and our family. But, the reality is that his arrogance and disrespect needlessly subjected my son to a potential life threatening situation. I am not being overly dramatic here - google the impact of subjecting a programmable shunt to a metal detector - if the valve moves, the result can be critical. When we arrived in Tampa we contacted our sons Neurosurgeon who at this point wants us to closely monitor his behavior and if we seen any changes go straight to the ER....what a way to enjoy vacation... And why? Because agent (b)(6) was in to big of a hurry to exert his power and and act as if he knows more than the customer - what a shame!

In speaking with the supervisor after the incident I was instructed that in the future I should absolutely refuse to go through the metal detector.... Honestly, I never felt that completely disregarding a TSA Agents direction was an option...

Good Morning,

I wanted to let you know about the rude treatment that I just received going through security at FLL airport. I had a pat down after going through the scanner by a woman by the name of (b)(6). She wasn't able to explain my rights and gave me a full pat down. After she was done, she didn't say she was done. She was rude. I asked for a comment card and they didn't give me one. A supervisor by the name of (b)(6) came over and demanded a copy of my boarding pass. He said he was doing that because I asked for a comment card. Now I understand why (b)(6) was rude.
The supervisor called the sheriff when I didn't want to give him my boarding pass to make a copy of it. All I wanted to say is that (b)(6) should not be doing pat downs and she really couldn't explain herself in English. (b)(6) was angry and didn't want to hear what I said. This is horrible customer service. I fly every week and have never been treated like this.

6/28/2013 7:53:55 AM

Please have a customer service rep contact me at your earliest convenience. I appreciate your time. This happened at 630am EST

(b)(6)

(b)(6)

6/28/2013 10:09:09 AM

Greetings,

I travel two or three times per year as a job requirement. I travel with a Guide Dog. MOST of the time, the TSA agents are pretty good. If one of them doesn't know what to do with my guide, he/she will ask another agent and will usually get a correct and quick response.

This was not the case on Wednesday, June 26, at the Atlanta International Airport. The first time I went through security, I had no problem. My flight was cancelled and I was stuck in the airport for many hours. During that time, I had to relieve my guide. The relieving area for the dogs is back beyond baggage claim which meant I had to go through security again. It was much busier this time due to the time of day, and there were many more TSA agents around.

The first TSA agent told me I had to go back to the airline counter because my boarding pass did not indicate I had a service animal with me. After waiting in line (again) the airline agent told me the information was, in fact, on my boarding pass - the TSA agent just didn't know what he was looking for. I again waited in another line and had to educate the TSA agent on what to look for on the Southwest boarding pass as an indication I had a service animal with me.

Again, I waited in line for screening. FIVE (count them, FIVE) TSA agents couldn't figure out what to do with my guide dog. I walked through the screener alone - the leash was on the floor by my guide as he waited for my command to come through. I did NOT sound the alarm when I walked through. I called my guide and, as expected, his harness set off the alarm. None of these agents knew what to do with the dog and kept asking others (no correct responses were given). I told them they needed to pat down the dog and sometimes he gets wiped with some type of pad to detect (I think) drugs. They still didn't get it.

Finally, one of them told another to just pat down the dog, but then she said she had to pat me down as well! I never set off any alarm and have never had this happen before. I explained this to her but she said that since I was with the dog, that was their policy. It was clear none of them knew what the policy was in the first place.

I am all for security and would not have had any problem had they chosen to pat me down for almost any other reason that could be considered valid, but to use the dog as an excuse was just wrong. The pat down is humiliating enough on its own.

So, now I'm asking...are these TSA agents really trained in this area? If so, their training is obviously inadequate. What is the policy for a pat down when traveling with a service animal? Is it required or were they just covering their butts because they didn't know what the policy was? I expect you'll tell me it's up to the agents own discretion, but I'm asking anyway. I'd really like to be prepared for my future flights.

Thank you for listening and I hope to get a response soon,

(b)(6)

Downers Grove, IL 60515-4451

6/28/2013 10:09:32 AM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 6/28/2013 9:59:23 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I flew from Phoenix and had a purchase from the airport gift shop removed from my bagat the TSA screening.

Can I send someone to the airport to pick that up?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/28/2013 12:05:45 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/28/2013 11:02:17 AM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : After opting out of the large screener, i was waiting for a male assist to perform a patdown. In the interim, the scanner went into calibration. I watched 10 or 15 passengers pass through the metal detector next to the scanner, but when I asked if I could go the same route and be on my way, I was told that because I had already opted out of the scanner, I had to wait for the patdown, and was ineligible to pass the way all the other passengers were going. I waited for a few minutes, asked again, and was denied again, all while other passengers were passing me through the alternate detector. This delay was in my opinion unnecessary and prejudicial. I stated I didn't want to use the large scanner, and was held up, while people who said nothing got exactly what I wanted, in front of me, while I was made to wait. This was unfair, frustrating, and caused delay and extra hassle not just for me, but for the already busy agents at security. This policy appears to be faulty, and should be revised. Should someone opt out of the scanner, does it not make sense that they use the same alternate method deemed acceptable for passengers whose only difference is that they did not voice a preference?
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

Complaint Information

If you don't speak/write English, CRL/OTE has access to interpreters and can talk to you in any language.

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

(fill in what you can)

Name: (b)(6)

First and Middle Last

6/28/2013 12:05:52 PM

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

Please note that we may contact you at the provided numbers.

Mailing Address: (b)(6) Ft. lauderdale, Fl. 33316

PO Box or Street address City State Zip

Email: (b)(6)

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

Caller flew from Kingston, Jamaica to Miami on American Airlines flight 1466 on 6 27 2013. He was making a connecting flight to ATL in Miami. He has an artificial knee which set off the alarm. A female TSO called a male TSO named (b)(6) to perform his pat down. He was not sure how (b)(6) was spelled. Caller put all of his items in the bin including a laptop. He said that he was not allowed to pick up the items before his pat down. The TSO picked up the items, however they did not get his laptop. He said that one of the officers asked him if he left something. He did not realize that he had left anything and told them no. He has called lost and found and gets a voicemail. He said that he will be back in the Miami Airport on Sunday June 30, 2013. He wanted a claim form emailed to him. He said that with all of the technology available he does not understand how this happened.

Airport - Miami International Airport
Airline - American Airlines
Flight Numbers - 664
Departure Times - 11:40 am
Arrival Times - He arrived at the airport at 9:40 am
6/28/2013 12:24:38 PM Date And Time of Incident - 6 27 2013
Location Of Incident
Gate - 60
Terminal - D
Phone Number - (b)(6)
Email - (b)(6)
Name Of Actual Person Involved - (b)(6)

I gave information per: http: www.tsa.gov airport-lost-found-contacts
Miami International Airport
305-421-2410
I advised him to leave a message with lost and found asking them to call him back. I emailed him a claim form. I advised him that I would forward his record to the CSM at Miami International Airport for review.

From: (b)(6)
Sent: Friday, June 28, 2013 1:02 PM
To: TSAExternalCompliance; Natasha Sparks
Subject: Complaint

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

(fill in what you can):

6/28/2013 2:05:50 PM

Name: (b)(6)

Phone #: Cell: (b)(6) Home: N/A Work: N/A

Please note that we may contact you at the provided numbers.

Mailing Address: (b)(6) Cary, NC 27519

Email: HYPERLINK (b)(6)

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

name and contact information: Not at this time, but seriously considering it.

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.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/28/2013 2:54:15 PM Airport : LIH - Lihue Date/Time of Travel : 06/01/2013 Airline & Flight Number : American Airlines 266 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : On June 2, I submitted a complaint about a private screening conducted by Supv (b)(6) and employee (b)(6) I would like feedback on that complaint. Absent substantiation that (b)(6) gloves "alarmed," I believe my civil rights were violated by the subsequent "resolution pat down" conducted by (b)(6)
Thank you for your attention.
(b)(6)
American Airlines, LAX
Would you like a response? : True
Passenger's Name :
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/28/2013 4:09:51 PM

The caller has a complaint about the screening process in DEN. The caller is wearing a white linen shirt that she can see through and they still had to do a patdown and she stated that her arms and back were the parts that were patted down and were scrapped and it was not actually a patdown because then she would have been patted. They stated that because the clothing was bulky. She said that no one would admit that they were wrong to give her patdown. She was upset that no one would admit that the machines were set to sensitive and it is wrong that she has to have a patdown. She stated that it was not random but she was still singled out though they told her why. She wanted an admittance that this TSA policy is wrong.

Advised caller:

6/28/2013 4:47:17 PM

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

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

I explained that if there was an alarm they would have to do a patdown regardless of the material that her shirt was made out of. She hung up before I was able to offer to send her complaint to the CSM or offer her any other information. She did not have complaints about rude screener simply about the fact that he had a pat down.

This incident requires some background information that will lead up to the incident at GEG which was very unfortunate, and has resulted in a disservice of TSA officers and our government policies and gives Spokane International Airport and TSA agents a bad name. Bad service at a restaurant allows me a complaint with a positive result of future better service and a discount. Horrible treatment from TSA by not following their OWN policy, has no recourse. Training proper officials, hiring educated individuals, who do not get "cocky" about their position should be a priority. I understand the safety of our country, but please review the below events and let me know your thoughts on the matter. I would like to give you the opportunity to respond to these unfortunate events.

Please read below for the events of the incident.

Sincerely,

(b)(6) mom of twin 2 year olds

6/28/2013 8:07:35 PM

June 19, 2013

I flew with my girls from Memphis to Spokane the day of June 19, 2013 on Delta Airlines. Having never traveled with toddlers via plane before (the last time they were infants), I kept tabs on TSA's requirements for juice, food, etc prior to my trip. At MEMPHIS airport, I told the agent that I had my twin 2 year olds juice (64 oz) and desitin (6oz) along with Ibuprofen and other infant medications in case of illness or fevers while flying, of which I kept in a separate open reusable grocery bag, and they said no problem. They put it in a little machine to "sniff" it, and that's all. The container was kept sealed, and my girls sippy cups were not touched, nor was their food. Successful policy implementation. Relief.

June 26, 2013

Upon arriving at SPOKANE airport, my parents, myself, and twin 2 year olds found out our flight was delayed and we may not make our connection. Our once 59 min connection in Minneapolis was now 20. The gate agent told us not to shop or eat but to run to the plane. I was glad to have the yogurt for my girls breakfast and lunch as they cannot be sustained on pretzels alone. We found out from the Delta agent that our connection which had been 59 minutes was decreased to 20 minutes due to flight delays.

Dear Manager,

On my most recent trip, on the way back (June 22, 2013) some of your TSA agents searched my main checked luggage. After I returned home I got my key to unlock my small lock on my suitcase, only to find that the lock had been taken off and that my bag had been searched and gone through. There was a printed form in my luggage titled: 'Transportation Security Administration' and then the words: 'Notice of Baggage Inspection.'

I realize that the TSA has an obligation to do what it can to make sure that people who fly on airliners are safe. Other important considerations, in my view, should include a respect for privacy, civil liberties, the Constitution (including Constitutional protections against unreasonable searches and seizures, especially those conducted without a warrant), and for the people the TSA agents come in contact with.

Why was my main luggage checked by TSA personnel on my most recent flight? Your note indicated that only 'some' bags are opened and physically inspected. As far as I am aware all bags have to go through baggage scanners. Also, people have to go through scanners. So why was my bag chosen for additional scrutiny? Obviously no prohibited items were within my bag. Items in my bag were all rummaged through and were not put back in the way I had packed them. I recall a time before one of my flights years ago when airport security personnel asked to inspect my main bag, but they came to me in person and asked me to open the lock, which I did, so they could inspect the contents in front of me. Why didn't the TSA personnel in question ask me to open the bag and inspect the bag in front of me in this instance?

6/28/2013 10:08:48 PM

Also, on my most recent trip (June 22, 2013), a TSA agent did not let me walk through the 'doorway' as some people were permitted to (and that's not the first time that's happened to me), but instead they pointed me towards a newer 'scanner' similar to a 'booth' where someone walks in, faces a certain direction, puts their feet where footmarks are painted, and then is 'scanned.' Why did I also receive increased scrutiny there instead of being permitted to simply walk through the 'doorway' panel? Then, even after I had that increased scrutiny of my person, a TSA agent came up to me on June 22, 2013 and asked that he be permitted to search my left leg, and he proceeded to use a 'wand' around me left leg, and to physically 'pat down' my left leg. All he found was an empty pocket, so he wasted his time and mine, only to find nothing.

How much radiation are airline passengers being subjected to in relation to their being scanned, both in the 'doorways' they walk through, and in relation to the newer 'booth' where they have to put their feet where the yellow feet marks are? How much radiation do the 'wands' give off? Also, when they are being scanned in a 'booth' or etc. is it harmful for a person's eyes or for them to keep their eyes open in a 'booth' where they stand and are scanned with their hands up? Also, is it really necessary that the TSA have airline passengers have to put their hands up in the booth they walk into and are scanned in or when an agent uses a 'wand' over their body? It's humiliating for some people to have to stand there with their hands up and be given extra intrusive inspections, especially when they're innocent, have done nothing wrong, and they have no prohibited items anyway.

These are just examples, and there have been many more on my flights in recent years. For example, on a recent trip a TSA agent selected me for additional scrutiny after I walked through a security scanner, and had me put my arms and legs out while they proceeded to use the 'wand' over my body, and to give me a full body 'pat down.' That full body 'pat down' was very intrusive as the TSA agent placed their hands almost all over my body, including on the edges of my 'private parts.'

When I've gotten such additional 'scrutiny' on this trip and others the TSA agents in question never give me explanations as to why I'm being given such additional scrutiny while other people keep walking by quickly through the screening process. They usually don't even attempt to answer my question(s) but merely look at me or shrug their shoulders.

Virtually every flight I've ever been on, I've shown the security personnel my official US Passport which proves that I'm a US citizen. I've never done anything to bring attention to myself, I've acted properly, and I'm friendly and nice to people, including to TSA personnel. I have a clean record, and I'm an upstanding US citizen, with a doctoral degree and an occupation as a college professor. I don't understand why I'm being almost continually singled out and given 'extra scrutiny' whether in relation to my person and/or my baggage on almost every flight I've been on in recent years. I remember in the past couple years that a US Senator (I believe Senator Rand Paul of Kentucky) was singled out for 'extra scrutiny' by TSA personnel at an airport.

-----Original Message-----
From: (b)(6)
Sent: Friday, June 28, 2013 11:01 PM
To: TSAExternalCompliance@dhs.gov
Subject: TRI Airport June 26

Incident occurred on June 26, 2013 at the TRI cities Airport in Johnson City, TN at 5:45 AM, TSA Manager (b)(6)

I was traveling from TRI to Palm Beach, when I went thru the checkpoint, the officer checked my boarding pass and my driver license, she noticed that my extended last name did not appeared on my boarding pass; she went to check with her supervisor (b)(6) After several minutes in which I was standing in my socks, holding the line, he told me that I needed to go back to the airline counter to get a new boarding pass with my complete name on it.

Side note: I have travel in and out of the US more than a one hundred times and this was the first time ever that I was ever asked to have my extended last name on my boarding pass. Part of my job responsibilities are to buy plane tickets and airlines doesn't have the option to add extended last names on a reservation. If this is was problem, I'm pretty sure that millions of latinos would not be able to fly in the United States daily.

6/29/2013 9:03:23 AM

I went back to my airline and they told me that I needed to call a 1800 number to make the change and that I was probably going to missed my flight. I went back to speak with (b)(6) to explain my situation, my flight was about to leave in 15 minutes, and he asked to show him another form of ID, which I did, and he still wouldn't allow me to go thru, he said that it was my fault to have my extended last name on my driver license.

Side note: In the latin cultural is common to add your mother's last name to your complete name.

After a little discussion (b)(6) told me that he would allow me to go thru but he needed to have a complete check of my luggage and a pat-down. I don't understand why having a extended last name on my license have to do with my luggage being search and receiving a full body pat-down. Is having an extended last name a crime? Did I all of sudden became a suspect because of having a extended last name on my license? Because I needed to board my flight I accepted his request without complain it but I felt like I have treated like a criminal. I think this was extremely inappropriate and I expect (b)(6) to be reprimanded and an apology. Times are changing in the US and there is no place for ignorance in Federal employees.

(b)(6)

Sunrise, FL 33323

Feedback Type : Complaint
Categories : Poor Customer Service; Disability Complaint Current Date/Time : 6/29/2013 10:07:44 AM Airport : ROC - Rochester-Monroe County Date/Time of Travel : 06/29/2013 8:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Security checkpoint-main TSA Employee: (If Known) : Blond highlighted hair pulled up. 30's?
Comment : I informed the nice older woman working the front of the line that I was choosing not to go through the body scanner due to a medical issue. She was very kind and alerted a 30-something blond highlighted gal for her to take me in the back. She questioned me why (which is truly none of her business) but I told her I had an insulin pump. She instructed me to go through the regular machine. I told her again that I couldn't. He began arguing with me re: whether or not I could go through. I explained that if she would allow me to get my bags off the belt I would show her my Dr's note as well as Medtronic's information I have printed and travel with every week (I fly weekly for work). The badgering and harassment continued as she replied "whatever" numerous times and kept repeating that this was my choice, and not necessary. I was on the verge of tears at this point, because who wants to be patted down in public and spoken to in that manner for all to see? Not me. The lack of customer service and the disrespect shown to me as a American with a disability as disgraceful. I've done the patdown I asked for a supervisor. An older man came over and was intently listening, took the handout I had for him, and said "people go through every day". I then informed him that here are approx 8 different brands of insulin pumps and mine clearly states not to go through the body scanners. He agreed after seeing the 4 page printout I provided to him. I told him even if i was 100% wrong, I'd be cautious about telling someone with a $10,000 medical device to go through a machine that the manufacturer states is not recommended He never once apologized for her behavior but stated it wasn't "acceptable customer service". It's absolutely and positively the worst flying experience of my life. By the end of the conversation with the supervisor I was in tears because of the treatment by that 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

6/29/2013 11:01:49 AM

I live in Dallas and use DFW frequently but also travel to a number of airports. Although I am cleared for Pre-Check, I have a surgical implant in my knee that sets off the ancient metal detectors. When can we expect to see body scanners replace metal detectors at the Pre-Check checkpoints, specifically at DFW? Going through a secondary pat-down defeats the purpose of Pre-Check.

6/29/2013 1:08:19 PM

thanks (b)(6)

The callers daughter flew from RDU to Houston. The caller dropped his daughter off before 5:45 am to catch a flight with Southwest airlines. She checked her bag curbside. The caller states that the TSA agents at the checkpoint forced his daughter to go through the metal detector after she told them she had a pacemaker. She also showed them her Pacemaker card. After screening she complained of being light headed. The caller was very upset about this. The caller was unsure as to whether his daughter went through the WTMD or AIT. He did not feel that she was discriminated against or anything of that nature, just that the officers would not listen to her.

6/29/2013 1:44:05 PM

I advised the caller to have his daughter call us to give us more details. I apologized to the caller and told him I would forward this information to the CSM if we havent heard from her by the end of the shift. She is on her way to Houston now. I went over the procedures for a pacemaker with the caller. I provided the EID to the caller.

If a passenger has an internal medical device, such as a pacemaker or a defibrillator, it is important for him or her to inform the officer conducting his or her screening before the screening process 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 who have internal medical devices should not be screened by a metal detector and should instead request to be screened by imaging technology or a patdown. While TSA has no evidence that screening by imaging technology will affect such devices, passengers with concerns should contact their physicians.

Caller flew in to BWI from Branson MO then Midway. Caller states that she had medical papers from a doctor about the operations she has had. Caller states that she showed the TSO her medical note and her Foteo Injectable medication, the TSO gave her a patdown. Caller states that she has 2 knee replacements and a broken femur and lots of medications as well as an incontinence pad and a mastectomy. She flew with Southwest.

6/29/2013 2:20:07 PM

Advised caller:
Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies.
We regret that you found your experience to be less than satisfactory.

To whom it may concern:

I hope this email finds you well. I just wanted to let you know that I had trouble at the TSA checkpoint in PBI yesterday, Friday, June 28, 2013.

After refusing to go through the scanner, the "agent" told me that he would do a complete pat-down. I'm used to the procedure as I opt out every time.

I proceeded to explain to him that I was going to strip naked so that he could observe that I was not hiding anything and he would therefore not need to touch me.

He told me that it was not allowed and that I would be arrested if I did so. He called for a supervisor who told me the same thing.

I think it is imperative that you educate your "agents" on the First Amendment, specifically the parts about speech and protest, both of which are protected, even at the TSA checkpoint. In fact, the specific act of stripping completely naked at the checkpoint has already been settled by the courts.

6/29/2013 4:57:41 PM

In an unrelated incident, another one of your "agents" got furious with me for taking her picture as she dug through my bag. You should probably also educate them about photography at the checkpoints, which is not illegal. She has no reasonable expectation of privacy while she does her job there, nor should she, considering that, statistically speaking, she is incompetent and likely a thief.

Speaking of theft, after my bags were retrieved from the x-ray conveyor they were placed in front of me and I was asked if that was all of my belongings. I told the "agent" that I wasn't sure. He said I needed to say that they were all of my belongings. I proceeded to check, but he told me I could not touch them. I again told him that there is no way for me to know if they have stolen any of my belongings until I am allowed to check and until then, I will not confirm that they are all of my belongings.

A couple of things you should take away from this letter:

1 - There is a First Amendment. You and your employees should read it and understand that violations of citizens' civil rights is a serious matter. Next time I attempt to exercise a constitutionally protected right, I might not be so forgiving when your twenty-year-old high school dropout law enforcement wannabe tries to prevent me.

2 - Speaking of law enforcement, you should remind your "agents" that they are not law enforcement and have no powers of arrest. Therefore, they should not threaten to arrest someone. Especially when that someone is exercising their constitutional rights. In fact, your "agents" don't even have the authority to detain anyone for even the very shortest period of time.

3 - Your full body nude scanners are easily defeated. You should ask for my money back.

Have a great day.. and thanks for listening.

Flying from Orlando back to Nashville.

I could not find my driver's license so I presented my State Of TN concealed carry permit.

My State of TN concealed carry permit was NOT accepted when I presented it at check-in at the Orlando airport by TSA security.

I was pushed to side of a line… and waited over 20 minutes while a supervisor arrived… while hundreds of people banged their way past me!

The supervisor did NOT know if the TN concealed carry permit was acceptable… even though I showed her the information from YOUR web site on my phone.
It's NOT easy to get a concealed carry permit in any state… it's difficult.

6/30/2013 9:46:31 AM

I finally was escorted through security and waited AGAIN for another person to arrive to keep me a complete pat-down and go through my kit again.

In short… I missed my flight and had to wait 5 hours to get on another flight back to Nashville.

I would certainly like an explanation.

(b)(6)

Franklin TN 37069

6/30/2013 4:56:55 PM

The caller asked about the AIT. She went through the scanner at her departing airport without any questions. She stated that on the return flight she was asked if she had hair extensions. She asked what the scanner reveils. She asked why she was not subjected to this on the departing flight. She stated that this was embarrassing. She did not want the people she was flying with to know she had them. She asked if this was harassment. She stated that she patted down her head. She stated that she will just call the airport directly.

The AIT identifies anything foreign objects on her body. I explained that bobby pins will do the samething, from personal experience. I explained that a pat down procedure is use to resolve any alarms of the WTMD or anomalies identified by the AIT. I explained that I am not sure which technology was used on the departure flight.

6/30/2013 5:13:24 PM

Why do I get a head pat down going through security? Occurred more than once. I notice no other female or males received this before me or after. I wa curious why I got the head pat down. Please reply (flying out of Phoenix this afternoon.)
(b)(6)

Sent from Yahoo! Mail on Android

7/1/2013 8:03:38 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/30/2013 11:27:58 PM Airport : HPN - Westchester County Date/Time of Travel : 06/30/2013 11:00 AM Airline & Flight Number : Jet Blue 395 Checkpoint/Area of Airport : Only security area at airport terminal TSA Employee: (If Known) : Station Manager Comment : I am a Pilot for CitationAir and was on duty and traveling in full uniform from our main headquarters city to our training base in Orlando, FL. When entering the security screening area I was asked for additional ID other than my Airline ID and complied with my drivers license. I was then asked if I was going to use the full body scanner or going to opt-out; which I have never been asked in the years of the TSA's existence. I asked the TSA agent what was going on, and she said the supervisor at the HPN airport considers Flight Crewmembers of non-scheduled airlines to not be Crewmembers at all. Then I was completely discriminated against, even denied the ability to walk through the regular metal detector type scanner (even though I did it anyway) and then given a complete hand/body pat-down, all while showing them my Airline ID badge that clearly has my TSA Compliant CHRC and Air Carrier ID number. My bags were searched even after going through the x-ray scan and my water's, toothpaste, and hair spray were all confiscated. I literally travel on-duty on the airlines several times a month and have never, ever been given this type of search anywhere else than here and today. My First Officer who was traveling with me was also subjected to the same truly overwhelming search. This was absurd. As a Flight Crewmember, in uniform and on duty being subjected to this search, even after passing through the metal detector and not setting anything off, smacks of a deliberate attempt to intimidate. Whomever is managing this station should be fired. Not only is what happened to myself and my First Officer a complete waste of time and TSA's resources, I feel it was a sick, deliberate attempt to show some authority where none is truly deserved. In fact, I am so sure this is happening to Flight Crews traveling on duty with airline tickets that I am going to request media attention from people I know in the NYC media market to film this happening and show what an complete idiot you have running this station. The only positive thing I have to say about this experience is that the TSA agents working the security checkpoint seemed genuinely apologetic for having to do this screening and continuously repeated they were doing it because they had to because the supervisor demanded it. Well, I am demanding this supervisor be fired. They have gone completely rogue. Conduct your own investigation and ask the agents on duty if they are constantly giving Crewmembers who are traveling on duty the same treatment I received today, and you will find out exactly what I am talking about. Either that, or you can wait and watch it on the evening news.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

-----Original Message-----
From: (b)(6)
Sent: Sunday, June 30, 2013 5:45 PM
To: TSAExternalCompliance@dhs.gov
Subject: Mandatory removal of turban

Dear Sir/Madam:

While at the DFW airport check-in today, I went through the customary process of having my turban go through a hand wand, and then I conducted a self-pat down of my turban. As has occurred a few times in the past, the swab test on my hands resulted in a positive.

7/1/2013 8:03:51 AM

In the past when this has occurred at DFW, the TSA personnel has taken me into private screening, and conducted a full body, including turban pat down. The Lead Officer however indicated that it was "mandatory" per TSA regulations that I remove my turban and have it screened separately through the X-ray.

Note, my turban did not show a positive during the customary full body scan, and my hands generated the positive on the chemical swab. It strikes me as incongruous with security and policy for a TSA officer to take the position it is mandatory to remove the turban after a chemical positive. The officer could (and have always done so in the past) done the pat down in private to recheck the chemical positive as well as feel for any inappropriate objects. Running the turban separately through the X-Ray does not accomplish any security objective.

I don't send this so much as a compliant but to encourage some logic in procedures. The TSA does a great job, I would be remiss not to encourage better policy that doesn't unduly infringe upon religious liberty.

Best,
(b)(6)

Caller flew DCA-MCO yesterday aboard JetBlue #823 which departed at 2:40PM. Caller has metal implants and was subjected to secondary screening, which including a thorough pat-down, pat-down of her head, and ETD sampling on by two different agents at separate times. This occurred at approximately 1:30 PM at Terminal A. Caller does not remember specific gate number but advises it is the first to the left upon entering Terminal A. Caller stated the female agent patted down inside her shirt and blouse and did not offer her a private screening. Caller is unhappy with the manner in which her patdown was conducted and wants to make a complaint.

Resolution:

7/1/2013 8:56:10 AM

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

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

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Remote Client IP: (b)(6)
Date Time: 7/1/2013 9:04:22 AM

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

7/1/2013 10:09:30 AM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United flight 512
JFK to SFO
Terminal 7
6/30/13 approx 4:15pm
Name of TSA person (b)(6)
Comments:Waiting to go through screening with my son,husband and 82 yr. old mom at JFK. My mom does not walk,she was seated in her own chair. My husband and I went thru the booth and my son,an active duty USCG,stayed with my mom to push her thought the side gate like she always does. It took 10 min to get a female to do a pat down. Once thru (b)(6) showed up and she had a terrible attitude. She took my mom aside and saw all the rest of us waiting with all the bags and took another 20 Min to pat her down. She touched every park of her body front and back making my mom bend over in her chair and even felt her bare legs - even though she had a skirt on. She swabbed every part of the chair,her shoes every rubber grip. I have never seen anything like it. And she walked so slowly on purpose cause she could see we were getting annoyed. When I said why are you doing that to her? She turned and honestly sneered at us. I went to find a supervisor and told her (I didn't get her name but she was nice) that we had been ther 20 min and what she did to my mom (b)(6) then starts mouthing off at me and commented about my size and the supervisor had to tell her several times to stop and called her over. I did say that my tax dollars pay your salary! Se starts laughing. I have been in security mgmt for 35 years and as I said my son is in the Uscg. We respect security and authority but this woman was a disgrace. It would take a lot for me to send a complaint and I have seen many pathetic TSA workers since I travel frequently but this one was the worse. A nasty,rude person that enjoyed making us all wait for no good reason. It was an injustice and she should not be in any type of work where she can't be impartial.
Caller works for the Department of Defense and he has not been selected for TSA PreCheck. Every time he goes and shows the government ID he has a problem. Caller has a government ID with a chip in it. Caller has been patdown three times. He was randomly pulled aside one time. He was pulled aside in MIA to NY because his pants had little buckles on the side. Caller wife had stroke and they had to inspect her wheelchair.

7/1/2013 12:38:00 PM

Advised Caller:

Government employees are not automatically eligible for expedited screening. You can pursue TSA PreCheck eligibility through a Customs and Border Protection (CBP) Trusted Traveler program. An added benefit of participating through a CBP Trusted Traveler program is the traveler will receive expedited screening when flying on all participating airlines. For more information, including planned and participating airports and security lanes. Any alarms by the WTDM and anomalies detected by the AIT are resolved by a patdown. Wands are not used. Everyone has to be screened. Expedited screening may allow you to no longer remove certain items such as their shoes, light outerwear, belt, and laptops from carry-on bags and 3-1-1 bag. You may also participate in TSA PreCheck through a FF program and opting in. The wheelchair will be inspected including any non removable pouches will be submitted for x-ray screening.

Caller is standing at the airport in Richmond, VA. His wife opted out of the AIT and requested a patdown. He says she was groped and borderline assaulted. The supervisor team could not have cared less. They were given a comment card. She has done this multiple times but this patdown was different from all of the rest. The woman started giving her instructions, but was mumbling. Caller s wife could not hear her, so she asked her to speak up. Caller says the officer changed at that point. She groped the caller s wife inappropriately between the legs and on the chest. She was upset, so they approached the supervisor who said they could not give the name of the female officer and gave them a card. The supervisor s name was (b)(6). The caller says he was nice, but was indifferent to the situation. Caller says that the officer who conducted the patdown wore a pony tail, had dark hair that was twisted up with a brown clip. She was approximately 5 foot 5 inches. Caller wants to know what is done in situations like this. Caller wants to know if he will hear something from the CSM to find out the outcome. He wants to know if he can contact the CSM.

7/1/2013 12:38:16 PM

Passenger s Name: (b)(6)
Airport: RIC
Airline: JetBlue
Flight: 1182
Date: 07 01 13
Time: 12:20 p.m. - 12:23 p.m.
Terminal: B

Advised caller:
I would generally take the information and send the complaint to the CSM over TSA at Richmond. Advised caller that I cannot speak for someone else. They may address this with the employees and they may follow up with he and his wife. However, I am not the CSM and I cannot give a promise that they will be contacted again. Advised caller that if he has not heard anything after some time, he can call this number, 866-289-9673, back and select option 5 in the IVR. He can enter the airport code for Richmond and it will provide him with the CSM s number.

Caller is standing at the airport in Richmond, VA. His wife opted out of the AIT and requested a patdown. He says she was groped and borderline assaulted. The supervisor team could not have cared less. They were given a comment card. She has done this multiple times but this patdown was different from all of the rest. The woman started giving her instructions, but was mumbling. Caller s wife could not hear her, so she asked her to speak up. Caller says the officer changed at that point. She groped the caller s wife inappropriately between the legs and on the chest. She was upset, so they approached the supervisor who said they could not give the name of the female officer and gave them a card. The supervisor s name was (b)(6) The caller says he was nice, but was indifferent to the situation. Caller says that the officer who conducted the patdown wore a pony tail, had dark hair that was twisted up with a brown clip. She was approximately 5 foot 5 inches. Caller wants to know what is done in situations like this. Caller wants to know if he will hear something from the CSM to find out the outcome. He wants to know if he can contact the CSM.

Passenger s Name: (b)(6)

Airport: RIC

7/1/2013 12:38:16 PM

Airline: JetBlue

Flight: 1182

Date: 07 01 13

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Passenger s Name: (b)(6)

Airport: RIC

7/1/2013 12:38:16 PM

Airline: JetBlue

Flight: 1182

Date: 07 01 13

Time: 12:20 p.m. - 12:23 p.m.

Terminal: B

Advised caller:

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7/1/2013 2:15:22 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 7/1/2013 1:30:17 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : To Whom This May Concern:

I am writing this message in regards to two recent encounters that my pregnant wife and I had at Austin-Bergstrom International Airport (AUS). On two separate occasions, namely 6/3/13 and 6/9/13, my pregnant wife and I were departing from AUS. On both occasions, my pregnant wife requested to receive a pat down rather than pass through the x-ray system(s) when traveling through security screening. On both occasions, the TSA agents refused her pat down request and INSISTED that she pass through the security screening system.

Again, my visibly pregnant wife requested a pat down screening and again, she was told that she was REQUIRED to pass through the security machines. I then intervened and reminded your TSA agents that it's explicitly posted that passengers can opt-out for a pat down in lieu of passing through the machines. At this point, your TSA agents complied to allow my wife to have a pat down, but not before repeatedly trying to talk her out of it by saying that passing through the machines pose no risks to pregnancies.

Allow me to repeat that, your TSA agents, on two separate occasions, repeatedly tried to convince my wife that nothing would happen to the baby if she walked through the machine. Again, this wasn't a one time event. This occurred twice, and I was appalled then, and remain appalled to this day, that your TSA agents would 1) try to force a pregnant women to walk through you systems and 2) try to coerce her to change her mind after agreeing to give her a pat down.

I waited a month to write this because I didn't want it to be merely an emotional response, but to this very day thinking about these events bother me. The actions of TSA agents at AUS are reprehensible, and your agents clearly have no concern for the physical and emotional well-being of a pregnant mother and her infant child. I can only imagine how many pregnant women have been made to unwillingly pass through your security machines. Please be aware that I also contacted AUS regarding the way operates its security screenings.

Respectfully,

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

7/1/2013 4:22:26 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 7/1/2013 4:01:02 PM Airport : HSV - Huntsville International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I believe that the TSA organization should be eliminated. You are in consequential in stopping terrorism. You continue to infringe on the average citizens constitutional rights with your dangerous use of body scanners and molestation paldown procedures. Your minimal regulations in regards to the requirements for being a TSA agent, such as a high school diploma ensure that the majority of your TSA agents are poorly educated and more than eager to abuse any fabricated sense of authority and power. You fail not only as an organization but as individual human beings.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I was flying today at LAX Tom Bradley south screening and was behind a group of two Muslim women and one child, (about five or six), then another two Muslim women. The Muslim women went through the old style non-X-ray screening machine and had a pat down of their head scarfs only. When I asked to have the same screening I was told NO. I either had X-rays or full pat down.

When I asked why, I was told it was just random. A clear evasion. Then I was told it was because of the child. This was not an infant. It was a kid with a backpack. And the second pair of women had no one else with them.

The supervisor at the time was STSO (b)(6) Very evasive and threatening. He didn't want to tell me who he was. Asked for my ID, but wouldn't show me his. Finally when he showed me his ID he would hold it in front of me for two seconds then pull it back. I never could see it to focus that long. He did this two or three times, then held it I front of me while wiggling it back and forth. He was acting like he was teasing a child. All the while he had my ID and made a point of writing down all my information. I had started feeling discriminated against, but now I was feeling threatened and retaliated against. This was unprofessional and not what I expect from a government agent. He also took a situation where a few soft words could have calmed the waters and instead escalated it to where I am concerned about retaliation and retribution against me. Not a trivial concern when you are dealing with the TSA.

7/1/2013 6:25:13 PM Thank you for your attention.

(b)(6)

(b)(6)

Please excuse any spelling errors. I blame them on autocorrect.
Sent with Good (www.good.com)

7/1/2013 9:16:57 PM

Feedback Type : Complaint
Categories : Screening
Current Date Time : 7 1 2013 8:25:09 PM
Airport : SAN - San Diego Intl-Lindbergh Field Date Time of Travel : 07 01 2013 5:00 PM Airline Flight Number : Alaskan 577Q Checkpoint Area of Airport : Gate 17 TSA Employee: (If Known) :
Comment : I have been a frequent flyer ever since the new AIT screening has started and have always opted out of it (appx 45+ flights) until today. I unfortunately went into a lane that was using AIT instead of the one that was only using a standard x-ray machine. I requested from the TSA employee to opt out of the AIT and he told me it would be over 20 minutes to get somebody to do it. When I asked him if I could just move over to the lane right next to the one I was in for the x-ray he told me it was too late and I had to go through the AIT. I then asked if it would really take over 20 minutes to get a pat down and he said yes. When questioned why the wait was so long (I have never spent more than 5-6 minutes waiting in any other airport) he said it was because there was no available agents (even though there were quite a few in the area) in the area that could do it. Due to delays at the rental car company I couldn t wait over 20 minutes and finally broke down for the AIT scanner. In front of me was a woman who had a cat with her and he allowed her to go through the x-ray with the cat and within 10 seconds there was a screener there for her. How could this have happened if it was supposed to take over 20 minutes for me? I have never agreed with the new AIT screening measures due to insufficient data backing up their effectiveness nor that it is truly 100% safe or private. We as fliers already go through ridiculous precautions that in my and many others are just for show, but if that s what it takes then that s fine. What I m not fine with is being told we can opt out of these screenings since the AIT is voluntary, but then told we have to wait an extremely long amount of time. The airport was not even crowded at the time to pass through security was only 10-15 minutes...faster than what it would have taken me to get a pat down.
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

Q. Will I receive expedited screening every time I fly?
A. Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

Dear Sirs:

I am enrolled in TSA Pre and got to use it for the first time last month. I am also a member of Global Pass which has been a wonderful useful program, but I wish I could say the same for TSA Pre. Before I outline what I believe to be a flaw in the program, I would like to summarize my background. I served 21 years in the USAF and retired at the rank of LT Col. I held compartmented security clearances during that time and also had such clearances in my 24 year follow on career as a Defense Industry Program Manager on classified programs. Those clearances required extensive background investigations before approval. So it was easy for me to agree to a background check to get TSA Pre, as you already knew everything about me.

7/2/2013 8:27:43 AM

Three years ago I started having problems with my knees and over two years underwent two full knee replacements. Because of this, prior to getting into TSA Pre, I have been subjected to a full pat down every time I fly, even though I always preannounce that I have metal knees. I figured that once I was ID'd as a trusted traveler this would stop, but as I learned last month, not only am I dead wrong on this, but I disrupt the flow in the TSA pre line because I am still having to go through both scanners and also get the pat down. So my question is this. Since you know all about me and since I have had high level security clearance for over 45 years, why must I be subjected to these invasive pat down's if I am a trusted traveler? Just because I have known metal knees, I have not suddenly become less trustworthy, but I am treated as though I am. I will be 75 this year and I still will not get relief either by the new 75 year old rules or the TSA pre because those knees are going to alarm no matter what my designation and the pat down will proceed. I think you need to reevaluate the rules on this. If the purpose of TSA Pre is to off load some of the TSA effort because a traveler has subjected himself to a background check to minimize required procedures, it makes sense to me that that should apply to eliminating pat down for known medical conditions. I do understand that I might be subject to a random search from time to time and that is OK. It is the constant delays and invasive pat downs on every flight as a trusted traveler that I object to.

I do hope TSA will reconsider its policies for TSA Pre members to take these things into consideration. I would appreciate a response to my email letting me know what will be done and if the policy will stand, at least an explanation as to why trusted travelers are not trusted.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 7/1/2013 11:36:18 PM

7/2/2013 8:27:49 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Virgin America Flight vx 205 leaving from Chicago O'Hare to SFO on June 22, 2013
Comments: (b)(6) at O'Hare was extremely rude and disrespectful. I requested a pat down instead of full body screening. My family (with a toddler) went through the metal detector and I was left waiting for 15 minutes. I asked to speak to the supervisor and (b)(6) appeared. He said I'd just have to wait and implied it was my fault for not wanting the full body screen. When I finally had a female officer help me, he proceeded to tell me why he was right and I was wrong and he started to lecture me on how professional he was being. I asked him to stop talking to me as I had to join my family and catch a flight, but he kept talking at me. In addition, I witnessed TSA officers take away baby food from another family. That family was so upset that they gave me their contact information and asked me to pass on their experience as well.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/2/2013 6:56:49 AM
Airport : IAD - Washington-Dulles International Date/Time of Travel : 06/24/2013 5:30 PM Airline & Flight Number : United UA645 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Travelling to Salt Lake City from Washington Dulles on United UA645
scheduled at 1756 on 24 June. I was on the rental car bus at 1601 and in
line for security not later than 1630 with posted wait times of 25 and 26 minutes. I was in line for over an hour and observed these items at the screening point.

1. Everyone when thru the scan.
2. At least half the passengers were told they must have moved and had to be scanned again.
3. At least half the passengers had a problem with the scan that required a physical pat down. No pat downs produced any results except delays.
4. As each passenger stepped out of the scan a TSA agent stood in front of him to block his/her exit and confuse him/her. Then either stepped asside or told the passenger to wait for a pat down.
5. The baggage belt stopped frequently for long periods leaving passengers backed up at the check point waiting for there belongings.

7/2/2013 8:28:11 AM

What could cause this?

1. Malfunctioning equipment.
2. Untrained employess.
3. A slow down strike by public servants who took an oath not to strike.

Or

Inadequate suppervision of TSA supervisors.

Flight UA645 left over an hour late. Standby passengers were told to continue to standby because checked in passengers were still comming thru security. This was going on for a very long time and should have been noticed by TSA supervisors. I did not observe many hard working honest public servants trying to do their jobs effectively and efficiently for the TSA at Dulles on 24 June.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The caller has bilateral knee replacements, uses a wheelchair, and has a service animal

Response Details: Advised caller that when traveling with a service animal you have to remain in possession of the service animal at all times and the service animal has to go through the WTMD. This means she has to use this as well. Anytime and alarm sounds a TSA agent has to conduct a full patdown. Advised caller that she could request a private screening at any time.

If she feels she has been discriminated based on her disability and race, her complaints have to be put in writing to be formal. Advised I could e-mail the instructions for making these complaints formal. Advised caller that since she does not have internet, I would have to read these to her.

For your complaint to be considered complete according to Department of Homeland Security Regulations, it must:

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

7/2/2013 2:01:19 PM

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

If you prefer to file a complaint via postal mail, please send it to

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

Transferred call to MB

The caller basically repeated the same story as below and would not allow me to interrupt her. The caller repeated referred to herself as a disabled white woman. She stated that the officers more or less did not reassure her before the patdown began and that they glared at her. She believed that the passengers were discrminating against her because they staring at her because she had a pat down. The caller stated that she had done a lot of research in regards to getting a pat down and she Caller wants to file a complaint. Caller said her sister looks like a boy and has a male name. Callers sisters name is (b)(6) Caller said a TSO kept insisting that he needed to do a patdown of her sisters chest. Caller said her sister is 16 and was trying to explain that she is a female, but she never told the officer. Caller said this happened at the North gate, this TSO was operating the AIT at Detroit Metro. Caller did not witness this, but was told this by sister. Caller said her sister did have a patdown by a male officer. Caller said the TSO laughed at her sister. Callers sister was flying from Detroit to Phoenix on US Airway. Caller said her sister feels discriminated against because of this incident.

I placed the caller on hold to check with MB and caller hungup.
I called back at 8:15 am
I gave the caller the below information. I told her I will email her information about how to file a complaint. I told her that the complaint needs to be filed by her sister or someone authorized to file the complaint for her.
Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.
For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. §15.3(b) and §15.70(d)(3)), it must:

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

7/3/2013 8:00:47 AM

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

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

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

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

7/3/2013 11:35:33 AM

Advised Caller:
I told him that the system we have in place looks for prohibited items that are brought through the checkpoint. If a person chooses to opt out of the AIT, then they receive a patdown. The system isn t fool proof but generally items brought through are caught. I told him that they have specific procedures in process, and they were followed based off the information we have. I told him that if he wants to email his complaint in, then he can do so. TSA-ContactCenter@dhs.gov

Caller is calling in regards to an incident that happened at Norfolk international she stated that she felt that she was racial discriminated against she stated that she felt her second patdown was due to her race and felt that it was not required and went beyond what is required of the TSA Agents at the check point.

Escalated to a Supervisor: I spoke with the lady and explained that due to the allegation of discrimination that she could file her complaint in writing to make it formal. I apologized for the incident and explained to her that I would need to collect some information about the incident and transfer her to an MB specialist here at the TCC.

7/3/2013 11:42:53 AM

The allegation was that she was selected out of the line for secondary screening due to being an African American woman at 79 yrs of age. She had her diabetes supplies, pump and drinks, with her and did not realize that she had a drink in her carry on bag with her. She did not declare the items, and the insulin pump was disconnected inside her carry on bag. The insulin pump and medication is now missing and she cannot get another prescription in the meantime.

I sent her a claim form via email.

Gate----3

Airline--South West

The caller has started working for a new boss. She stated that he has a CBP program and he has Global Entry. He stated that he should have TSA Precheck and he is not being choosen. She stated that it is not working. She asked if it will provide a different method of screening such as not using the scanners.

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

7/3/2013 1:24:05 PM

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

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

7/3/2013 2:08:32 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 7/3/2013 1:05:04 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 07/03/2013 Airline & Flight Number :
Checkpoint/Area of Airport : United
TSA Employee: (If Known) :
Comment : My wife has prosthetic hips.
We have travelled before and she had never had a manual pat Down Including between and under her breasts She has always gone thru the new scanner I am not sure why this was not offered This is highly inappropriate and likely the result of poorly trained staff Would you like a response? : True Passenger's Name : (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link :
http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller wants to make a complaint. Caller and his wife were traveling from Boston on June 22nd. They were in the line being screened and the gentlemen asked his wife to remove her shoes. They are both in their upper 70 s and the signs are posted that says if you are over 75 you do not have to remove shoes. The same man that had asked her to remove her shoes was the man that checked her purse, which is white, and he took it out of her sight.

The woman that checked his wallet took everything out and went through every bill and credit card. She took the tray out of sight. He was furious.

As they were waiting to board the plane she discovered 20 dollars missing and he thinks he is missing 40 dollars.

He also mentioned that he had a pocket knife that is only an inch and a half long with nail file and scissors on it, which he had been carrying for years with no issues. It had made it through the checkpoint at Baltimore to Boston and several other flights he had made previously. They took it from him and this is what started the additional screening.

They flew via Southwest and he is not sure of the flight number. It was the gate all the way at the end. He was in wheelchair and he had a black polo shirt on with a logo on it that said Colgate University. She had white slacks and a beige top and they had their granddaughter with them who is 16.

The woman that took his wallet was black and tall and stocky built.

7/3/2013 5:38:08 PM

The man took her purse was about 6 feet tall, glasses, and was white.

He asked why they would let tools such as a screwdriver up to 7 inches on a flight but not a one and a half inch knife and why their items were taken out of their sight.

I apologized to the caller and told him that Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.
I told him that TSA screening is risk based and even if an item is generally permitted it may not be allowed if the TSO at the checkpoint believes the item poses a security risk. The final decision rests with TSa on whether to allow any item on the plane.

I told him that I would forward this information to a CSM for review.

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

TSA,

I was forced to use the AIT radiation scanner. The rude officer said my two options were to go through or go through and get a pat down. Invasion of privacy much. I'm highly disappointed. Ridiculous. Thank you for increasing America's cancer rate.

(b)(6)

7/3/2013 6:05:31 PM

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This message was sent by (b)(6) Please note that AddThis does not verify email addresses.

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The caller said his 17 year old daughter was molested at the checkpoint in PHX. I asked the caller what exactly occurred. The caller stated his daughter did not want to go through the AIT and have TSA look at naked pictures of her body. The caller said the officer took her to a private room and gave her daughter a pat-down.

7/3/2013 8:10:15 PM

I asked the caller which airport the incident occurred at he stated he said he did not know if the incident occurred at PHX International or Mesa Gateway. I indicated to the caller if a passenger opt s out of a the AIT the passenger would have to under-go a pat-down. The caller became extremely upset and used profanity throughout the call. I told the caller to stop using profanity or I would disconnect the call. The caller became more upset and stated his daughter does not have to go through screening. I told the caller if his daughter refuses a pat-down she would not be permitted to fly. The caller told me to forget about the issue that he was going to help his daughter on his own. The caller then hung up the phone.

Caller stated the TSA at CLT are rude and unprofessional. They treated his bags like a bunch of theives. He had liquor that was made to be taken out of carryon and placed in checked. He thinks whomever invented the AIT is sorry person because his young son had to be patdown because the AIT detected his deodorant. He is extremely unhappy with the poor quality of service at CLT. He had a NOI but nothing is missing as of yet.

CLT
US Air
Flight: 2642
7/3/2013 10:41:10 PM July 3, 2013 at 5pm
Baggage Tag: (b)(6)
Description: Red, carryon size
NOI: nothing written or stamped
Terminal and Gate: NA

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

-----Original Message-----
From: (b)(6)
Sent: Thursday, July 04, 2013 6:36 AM
To: TSAExternalCompliance@dhs.gov
Cc: (b)(6)
Subject: Complaint -PHL

Good morning,

I would like to report an utter lack of professionalism coming from one of your security screeners at PHL.

7/4/2013 11:03:53 AM I fly frequently and am familiar with TSA pre-flight security procedures. This morning, July 4, 2013, at about 6:15 AM, I was awaiting security screening in Terminal A at PHL prior to an American Airlines flight to Chicago en route to Sacramento. I requested not to be screened the whole-body scatter machine because I am 24 weeks pregnant. I was offered a pat-down instead. After the officer asked me if I preferred to be patted down than go through the machine, I said yes. He then proceeded to turn his back to me and say to his coworker, she s knocked up and then used his radio to request a female screener. I consider this grossly inappropriate and unprofessional.

The gentleman in question was a Caucasian male, about 5 10 . He had brown hair with a short ponytail. I unfortunately was not able to see his name badge and he walked away from me after he made the offending comment.

The female agent who performed the pat-down search was exceptionally professional and friendly. I mentioned her coworker s comment and she agreed that it was rude and unprofessional.

Please contact me if you have any questions. My contact information is below.

Thank you,

(b)(6)

I am furious. Because of my knee replacement, I must undergo a pat-down each time I fly. That has worked out so far, however, the pat-down I received prior to Frontier 1735 from Washington D.C. to Kansas City on Sunday, June 30, was not to be tolerated!!! This patdown was administered by a larger black woman and I didn't get her name.

I wore a skirt that day since I had been to a function that required dressier attire. I had just attended a Daughters of the American Revolution annual national conference. I had on underwear and pantyhose. The screener asked me to put one foot forward as always, however, each time she did her hand search, she managed to rather roughly hit my crotch -- four times to be exact.

I was afraid to confront her right there, for fear that things would get even worse for me and I would miss my flight!

7/4/2013 1:05:27 PM

I am a 68 year old white female, modestly and appropriately dressed, etc. I have never been arrested and have no outward signs of needing to be searched in this manner.

I want to hear from you. I plan to write my Senators, Congressmen and anyone else I know who need to know about this. Just like everyone, I want to protect all who are travelling from anyone who might intend harm. However, this is ridiculous.

Please, please - do something about this!!!

(b)(6)
Kansas City

7/5/2013 8:18:52 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/4/2013 10:08:10 PM Airport : BOS - Logan International Date/Time of Travel : 06/23/2013 Airline & Flight Number : United 1581 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) (b)(6) (sp) Comment : My name is (b)(6) I have had cancer and do not go through the xray screening. I always comply with your rules and have always understood that you should at all times be in possession of your carry on bags. Normally I do not have a problem with a pat down and seeing where my things are as they go through the xray. On June 23rd I was instructed to stand aside and wait for a female to do the pat down. My things went through and I could not see them. I was very upset and asked why. I was told that I chose this and that the state police watch the bags. There is no way that they know whose bags are whose. It goes against all of your rules to do it this way. I had this problem once before in Denver and I wrote to you. You said to ask for a supervisor, so I did. He said that this is how it goes and that they were busy. Several female workers were just standing around talking. He told me to wait with my bags in the future. I feel that I am being targeted and mistreated with this kind of behavior. I have been in many airports where the TSA people are kind and courteous. I am very upset by this and do not understand why this happens. I am 69 years old and feel very mistreated by some people who are not looking to keep us safe, but they are on a power trip.
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 and her husband flew from ORD to TPA on 7 3 13 on American Airlines Flight 1502 departing at 12:30pm from Gate K9. She indicated that they were at the checkpoint at Terminal 3 at about 10:20am The caller indicated that she went through the AIT after her husband. He went through the AIT with two necklaces. She had on a clay necklace. A female TSO (caucasian, obese, very young, twenties or thirties, ski at the end of her last name) didn t say anything to the caller but put her hand up to stop the (b)(6) and lifted up the necklace, The female TSO then proceeded to roughly feel of her breast including her nipples. The TSO didn t go under her arms or along her sides. She indicated that she did not receive a proper pat down. The search was limited to her breast. She indicated that she has received four million patdowns and knows exactly what the procedure is to use the palm of the hand, to apply a certain amount of pressure, to be taken aside, and for the pat down to be conducted along her sides and not just the actual breast area.

The caller requested a supervisor. She indicated that the female TSO immediately left the checkpoint. The Supervisor ((tall, African American, forties, hair was in a bun) provided a customer comment card after the caller asked if there was anything that could be provided to them. The caller indicated that she submitted the card to the Supervisor. The supervisor picked up the phone, a gentleman came over to her and they began to input the information from her comment card into a computer (eye level screen, they were there for quite some time). Two other individuals came over to where the supervisor and gentleman were and they began laughing. The caller indicated that the incident was not the business of the other two officers and not a show for them. The caller indicated that even the Supervisor, along with the others, began to roar with laughter. The caller indicated that she was unsettled by the demeanor of the Supervisor.

7/5/2013 8:25:12 AM

The caller asked what would have caused the additional screening as she has never received a patdown after passing through AIT.

She would like to know the status of her inquiry.

The caller indicated that her and her husband live near Tampa.

She asked if she would receive some type of contact and indicated that she would not be happy if she did not receive some type of contact, even if it was just confirmation that the CSM had received the information that I had sent.

I apologized in regard to the negative screening experience. I advised that I would refer the information to the CSM would have the means to look into the situation and address the issue. I advised that I would include an indication that the caller would like to be contacted in regard to this. I explained further that I had documented the information that she provided and that TSA monitors the number and nature of complaints received.

I indicated that I had no way of knowing what prompted the additional screening. I explained that alarms and anomalies are required to be cleared via additional screening.

Caller filed a complaint about the behavior of a TSA employee several months ago. He said that he filled out the form and wrote a letter further explaining the situation. He emailed and faxed the form. He said that it has been 4 or 5 months and he has not heard anything. He said that it is shocking to him that he has not heard from TSA. Caller wanted to know what the next step is. He wants someone from TSA to contact him about his case.

I advised the caller that I do not have any information on his case. I told him that I would forward his record to the appropriate office.

The previous EID is (b)(6)
The previous record is below:
Caller stated:
He has two cases that he would like to report and wanted to know the hours of operation for the TCC. Caller stated that he flew into Washington DC from Rome and then onto Seattle where he lives. Caller stated that he flew with United Airlines from Washington DCA to Seattle. Caller stated that when he arrived in Seattle his suitcase was not there and he was told that it was delayed by TSA. Caller stated that when it arrived to him the suitcase was damaged along with some items inside. Caller stated that there were some bottles of oil that had not been reclosed properly and leaked all over his luggage destroying everything inside. Caller stated that he had a NOI inside of his luggage.

7/5/2013 2:26:47 PM

Complaint 2
Caller stated that he lives in Seattle and works for the FAA. Caller stated that he was in Santa Barbara CA for work. Caller stated that he does not go through the AIT since he travels so often. Caller stated that he requests a pat down very often when he travels because he doesn t like the AIT machines. Caller stated that the pat down was conducted normally until the ETD testing was completed. Caller stated that something set the ETD off and the officers told him that they would have to take him to another room to do the test again. Caller stated that the second test came out fine and then when he started to leave the officers told him that they had to search his luggage again. Caller stated that he thinks they went above and beyond what the search should have been. Caller thinks that they done this because of his nationality. Caller stated that he asked the supervisor for his name and badge number and he refused to give it. Caller believes that the officers done this to discourage him from requesting a pat down in the future since it causes more work for them.

Advised caller:
Transportation Security Administration (TSA) screeners are trained to exercise great care during the screening process to ensure that a passenger's belongings are returned and not damaged when a bag needs to be opened. TSA monitors the number and nature of complaints received to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Advised caller that to file a formal complaint for discrimination it would have to be done in writing and he would be sent an RFI with the instructions to do so.
Caller said she went through Gate 30 at Reagan Airport. Caller said she recently had a pacemaker put in and caller had to have a patdown. Caller said her screening process was hectic. Caller said she had some cream that was removed because it was too large. Caller said she felt like she was treated like a criminal, all because she was not allowed to watch or touch her bag during the screening process. Caller complained that someone was patting her down and that another TSOs was going through her bag which had her dirty underwear in it. Caller said during this process, she had a pair of pants removed and she wants to get the pants back. Caller is upset that TSA did not allow her to watch them going through her bag. Caller said TSA should change their process to allow a person watch the TSO that is going through their bag. Caller said she was going to call her Congressman.

7/5/2013 5:14:14 PM

We understand and regret the discomfort and inconvenience that you may have experienced as a result of patdown procedures. I offered to send the caller a claim form for the missing pants. Caller did not want to listen to anything I was telling her, other than she did take the lost and found phone number. I tried to explain to the caller that the TSOs have specific procedures for screening passengers. I told her I will send her complaint to the CSM but the caller hung up before I could get her flight information.

I gave the lost and found information
Ronald Reagan Washington National Airport
703-417-0673

I am sending to the CSM as an FYI even though caller hung up before I could get all her information.

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

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

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

7/5/2013 10:08:34 PM

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

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

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

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

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

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

Disability Description: Callers mother flew this morning, the 06 July 2013 from ORD and went through screening at or around 0700 hours. Caller states that her mother is a breast cancer survivor who had an awful experience at the checkpoint. Caller states that her mother received additional screening that included a full patdown of the breast. Caller states that she understands patting down the underwire of the breast but a full patdown of the breast is excessive. Caller indicates that her mother feels as though she was singled out because she was a breast cancer survivor and the caller feels as though this is extremely discriminatory. Caller indicates that the breast is an extremely intimate place that should not be rubbed in the manner that it was. Caller expressed that her mother feels extremely violated and the caller feels that being violated in this manner is on the same level as rape. Caller has indicated that her mother will never travel again because of the patdown that she received.

Caller states that if she does not hear from the CSM by Monday or Tuesday, she will contact the media and possibly get some money from TSA.

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.

7/6/2013 4:56:00 PM

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

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

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

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

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

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

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 7/7/2013 9:25:46 AM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/7/2013 11:14:16 AM

Comment : While going through the screening process at EWR on 7/7/13, one TSA employee was telling us to carry our boarding passes with us through the scanner. However, I had an electronic boarding pass on my phone which I had already packed in my bag to be scanned. He told me I should carry the phone with me to the body scanner then hand it to him. After going though security, I checked with another agent and they said e-boarding passes don't have to be displayed a 2nd time just prior to entering the body scanner. Which is the proper procedure? Why do not all TSA employees follow the same procedures? And why is a 2nd ID check required when our IDs are just checked carefully not 2 mins prior to entering the body scanner?
Thank you for your clarification of the proper procedure.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Request for Information
Categories : TSA Pre?™ ; Screening (AIT, Patdown) Current Date/Time : 7/6/2013 10:23:20 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
7/7/2013 11:23:34 AM TSA Employee: (If Known) :
Comment : The TSA Pre Check for Military at SEATAC is very convenient and a nice privilege but why can't my wife who is traveling with me use the Pre check line? She is an ID card holder and a DOD Civilian Employee.
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 went through TPA at around 5:30 am. He stated that he removed everything from his pockets, and he opted for a patdown. He stated that he had two one hundred bills missing. He stated that they were not in the bin at the checkpoint. He stated that he was one of the only people to opt for a patdown for screening.

I apologized to the caller for the manner in which their items were handled and explained that the TSOs receive training in the procedures to properly inspect passenger items and are required to exercise great care during the screening process so that when items are inspected a passenger's belongings are returned to the same condition they were found. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you via email within 24 hours of this response.

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

7/7/2013 12:37:39 PM The callers flight details are as follow:

Departing Airport: TPA
Destination: ATL
Final Destination: SLC
Airline: Delta
Flight Number and Time: 1872 @ 6: 25 pm
Terminal: Unknown
Gate: E
Date and Time: July 6th, 2013 @ 5:30 am
Disability Description: Caller s son has a cochlear implant.

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

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

The callers flight details are as follow:

Airport: DFW
7/7/2013 2:42:36 PM Destination: ATL
Airline: American
Flight Number and Time: 1472 @ 11:30 am
Terminal: C
Gate: 27
Date and Time: July 7th, 2013 @ 9:38 am

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

7/7/2013
3:14:26
PM

Good day;

A few weeks ago, while traveling to NYC from RSW, Florida, the agents frightened my daughter who has cerebral palsy, is mentally challenged and is non-ambulatory. The agent who took her from me, was especially nice; it were the other agents I had an issue with.

The agent who was to bring my daughter down the ramp for a pat down told me I should go thru the screening, which I did, and come back up the ramp so that I could walk down with the agent and my daughter. My daughter got extremely upset, crying & yelling for mom. The agent who had her told her I would be right back to bring her with me.

First, I forgot to take off my shoes before going thru the screening (my error) but three agents literally stepped abruptly toward me, demanding I remove my shoes. (I was distracted by my daughter yelling for me and simply forgot I still had my shoes on). I held up my hands and told the agents to calm down, And promptly removed my shoes. I proceeded thru the screening, and turned to go back up the ramp, the same side the agents were on, to retrieve my daughter, as I was instructed to do by the agent that had my daughter. Again, I was literally attacked by a female agent who grabbed my arm and another male agent behind her and was told I could not go back up the ramp. I tried to explain to them that I was only following the first agents instructions to meet my daughter, whom she still had. They called out to the first agent if she said I should go get my daughter and she said yes. By this time, my daughter is in hysterical tears, doesn't understand what is going on and only sees me not with her. The agent and I both tried to talk to her while the agent was bringing her down the ramp. Finally, we are down there and another female agent is inspecting her & her chair. Just when I thought the worse was over, ANOTHER agent, at the desk at the end of the ramp, wants to know why my daughter isn't standing up so they could inspect the underside of her removable seat. The agent who patted my daughter down was also very kind and supportive to her and let me stay with my daughter. The agent at the desk was really obnoxious and rude.

I understand what happened, but your agents need some serious sensitivity training on how to communicate with each other, give clear and concise directions and be more compassionate with those individuals who cannot understand what is going on around them. Some families choose to keep their family intact and travel with everyone in the family. Your agents really should be more understanding and have a heart. These individuals are NOT garbage and should not be treated like 2nd class citizens. They have the same rights to be shown respect and dignity.

I take responsibility for my errors, however, I was more concerned with my daughter than with myself.

Should you wish to contact me further regarding this matter, please feel free to contact me at the following address and/or phone number. Please, sensitivity training is seriously needed here at RSW, Ft. Myers, FL.

Respectfully yours

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

From: (b)(6)
Sent: Sunday, July 07, 2013 10:26 AM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: Complaint

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

Name: (b)(6)

7/7/2013 3:14:43 PM

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Temple, TX 76502

Email: (b)(6)

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

(b)(6)

State of Rhode Island

Rhode Island State Police

(b)(6)

Disability Description: The caller indicated that her nephew has a cochlear implant.

Response Details: I explained that the use of the hand wands at the checkpoint has been phased out. I advised that the child or passenger can request to be screened via a patdown. I advised that the passenger or parent advise TSOs of the cochlear implant before screening begins and then request the patdown screening.

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

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

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

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

7/8/2013 8:03:01 AM

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

I advised the following

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

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

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

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

The caller mentioned that she may call in with a description of the TSO, is she can obtain such.
To whom it may concern at TSA,

Greeting.

This is a legal proceeding, and has the force and effect of a certified letter, being recorded electronically.

My name is (b)(6) I am an inhabitant of the Republic of Arizona.

I am hereby officially ordering, as an American, a private and sovereign citizen of the republic of Arizona,that the Transportation Security Administration provide me with the underlying legal foundation for the procedures implemented at security checkpoints in American airports, which include practices such as pat-downs, backscatter imaging machines, and other various practices, which are clearly against U.S. law (Bill of rights, Article 4).
It is against the law in America to search any person's body, house, papers, or property without a search warrant supported by oath or affirmation, and upon probable cause that a crime has been committed; and that warrant must specify the places to be searched, and the things to be seized.

7/8/2013 8:13:25 AM

I demand that the TSA provide me with the legal reason that it is breaking U.S. Law to coerce Americans into complying with these unlawful procedures, under duress and threat that they will not otherwise be allowed to board a commercial flight.

TSA has 15 days to respond with a detailed legal response, specifying exactly what law, statute, court decision, or reason it purports to have for the violation of the 4th amendment to the Constitution of the United States of America.

Failure to respond within 15 days of the receipt of this notice will result in issuance of a notice of default.

Most sincerely,
(b)(6)

7/8/2013 10:27:52 AM

Caller stated she is blind and she has service animal. Caller stated the incident happened 07072013@07:15am at Orlando International Airport. Caller stated the service animal and herself set off the alarm and the caller had a patdown. Caller stated she wasnt offered a private screening and a male screener was beside of her and she made the statement that the male screener could have seen what was going on and there wasnt another TSA screener that was there when the female screener was doing a patdown and the caller stated the female agent didnt give her a chance to request a private screener the agent started doing the patdown. The caller stated she had to remind the female screener that she was to offer a private screening and search the service and the caller felt like she had to tell the screener on how to do her job and the caller the agent was treated like she was respected with dignity and she was discriminated against because of her disability and the caller feels the female agent needs to be retrained on her job duties.

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

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Remote Client IP: (b)(6)
Date Time: 7/8/2013 11:03:24 AM

7/8/2013 12:06:07 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):7/3/13 United Airlines flight 5297,
Comments:On 7/3 at approximately 5am I flew from Milwaukee to Little Rock and there was a middle aged/older female TSA agent who was extremely rude and unprofessional. I put all my things in the scanner, and proceeded into the scanner as instructed. I got out and the agent pushed me backwards and told me I had to get back in, which I did. When I got out she demanded I empty my pockets I told her there was nothing in my pockets - she didn't believe me and again demanded I empty my pockets I pulled them all inside out showing there was nothing in them. Then tried to show her the card I got from my dr. last year after having bi-lateral knee replacement, she pushed my hand away said she didn't want it. I tried explaining that was why the scanner showed the difference and why the wand she had kept running up and down my body was showing an alarm. She again pushed my hand away, next demanded I get my license again, when I retrieved it from my purse which had gone thru the scanner. She demanded I take everything out, which I did, next she started a full body pat down. I felt totally violated at this point, next she demanded to know where the braces were I again told her that I had had knee replacement surgery and there were no braces. This woman was so rude and unprofessional she definitely started my trip our with a sour taste in my mouth. I also dealt with TSA agents in Little Rock as well as Chicago, none of these agents were rude nor were they unprofessional they were courteous and treated people as human beings not scum that had to be dealt with. I do not feel that after paying close to $1000 to fly to Little Rock I should have been subjected to such poor manners and unprofessionalism. I know that I have seen this woman on prior trips and she has always been rude but it has never ever been to this extreme. This is a woman that either hates people or her job and I do not believe she should deal with people as she is so unprofessional. If this treatment wasn't bad enough after this exchange she took all my bags and sprayed cotton squares and swabbed my carry on as well as my purse. Really was this necessary, they had already passed through the scanner. This happened after I claimed my carryon and purse. I think she was just further exerting the authority she felt she had. I have to say I have never been more annoyed, frustrated, nor angered by any person associated with General Mitchell Airport nor with any TSA person.

I do not believe that she should be allowed to deal with passengers.

Disability Description: The caller needs liquid nutrition.

Response Details: I apologized for her bad experience at the checkpoint.

For your complaint to be considered complete, it must be in writing and including the following information:

The name and address of the complainant;
The date of the alleged act of discrimination;
A description of the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
The signature of the complainant or someone authorized to sign on behalf of the complainant.

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

I am going to send you an email with information on filing the written complaint which will include an email and mailing address to send it to.

7/8/2013 1:05:50 PM

I will also send information regarding the policies for carrying large quantities of medically necessary liquids which does include the policy if a patdown is requested or required

I will escalate this complaint to our disability specialist but you will need to submit a complaint in writing as well.

Incident Details: The caller had the worst experience going through security at LIT with her medically necessary liquids. She has traveled through before with no problems. They made her take her items out of the cooler and put through the x-ray. Then TSA put everything through another bucket looking machine. When she asked why because you thought the x-ray be enough, she was told that it was procedure and they had to. She also told them that it was not done went she went through before they argued with her and told her they did.

She Had big bags of liquid medicine, TPN, with a label with her name and address on it in medicinal bags (3 of them); it was clear liquid. She was given the option to have everything patted down instead of going through the screening. She was not told that the patdown could be in private until after everything was already put through both machines. The TSO told her that he offered the patdown when she told him she was humiliated that they went through her stuff it in front of everyone. He told her that it could have been done in private but not until after when she told him she was humiliated. She was very upset about this and embarrassed. She feels picked on because of the cooler with medicine that she had to carry. She has carried the same cooler a month ago at DCA and LIT with no issue. She said that not once did they say a private screening before they put the liquid through all the screening technology. This caused her to miss her flight this morning and she had to go on a later flight.

Flight information:
Airport: LIT
Airline: Southwest
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 7/8/2013 12:35:50 PM

Nam(b)(6)
Email(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Monday, May 13, Delta Flight #1690, BDL to ATL, passenger, Lois S. Avery, departing at 4:09 p.m.
Comments:My mother, (b)(6) arrived at Bradley International Airport, Hartford, CT for her flight at approximately 1:300 p.m. She was met with her prearranged wheelchair assist and after going through her security check, she was told by a male TSA agent to get out of her chair to be physically screened by the scanner which required holding both arms overhead. Despite her age of 89 years, the agent insisted that she get out of her chair. My mother has had a total knee and total hip operation, both which required implants for which she carries a proof of implant card.

7/8/2013 2:01:10 PM

The TSA agent was considerably out of line in asking her to get out of her wheelchair. Yes, she can walk, however, she is 89 years old and this was a totally inappropriate and uncalled for demand.

When she traveled east earlier in the month, departing from the Albuquerque airport, the TSA agents could not have been nicer to her, allowing her to pass through a different security screening process that allowed her to remain seated.

I would like a response from the TSA via email or by telephone (b)(6) from someone in authority who can provide me with a good explanation of why this happened. My only regret is that I was not accompanying her at the Hartford screening because I would have now been able to provide you with the name of the TSA agent who was so lacking in compassion for my mother's situation.

I recently traveled to Alaska from Denver. At both airports, I was subjected to a full body scan. I don't fly often (once every other year or so for vacation), so it was a bit of a shock.

The following occurred on July 6th between 8-8:30pm:

At the Ted Stevens airport I was subjected further to a pat down search. I wasn't told this would happen, the security agent asked me if I had "anything in my back pocket", to which I responded, "no". He then physically turned me around around groped me around my buttocks. Then he stood up and pointed away as if to say "you're done here".

I found the attitude of the TSA agents that I encountered to be rude and dismissive. NO ONE should be subjected to being scanned, or especially TOUCHED, without verbal or written consent.

Here is the text of the pat down policy from your website
"What do I do during a pat-down?
All passengers have important rights during a pat-down. You have the right to request the pat-down be conducted in a private room and you have the right to have the pat-down witnessed by a person of your choice. All pat-downs are only conducted by same-gender officers. The officer will explain the pat-down process before and during the pat-down. If you have a medical device, please inform the officer."

7/8/2013 2:01:18 PM

-I was not given the option of a private room.
-I was not given the option of having a witness.
-I was not asked if I had a medical device.
-I was not told I was going to be touched AT ALL until it happened.

I don't know yet how far I want to take this, but if I was running this agency, I would go to extreme lengths to protect the privacy and rights of the American public.

I won't be flying again until these issues are resolved.

Thank You

(b)(6)

My formal complaint it attached. I also submitted the attached complaint card to TSA in PHL on July 8, 2013.

(b)(6)

Passenger Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)

7/8/2013 6:12:01 PM

Date July 8, 2013
Time: 2:00 PM
Airport: PHL
Date-Time of Travel: July 8, 2013 5PM
Airline and flight number: US Airways
Checkpoint area of airport: A-East Checkpoint
TSA Employee: (b)(6)

Complaint:
As a very seasoned traveler who often opts out from the millimeter wave scanner, I am well acquainted with the proper procedures concerning manual pat downs. However, this time, the pat down included between my buttocks and partially up into my vagina. It was unprofessional, and I felt violated-so much so, I left in tears. I want to prevent this from happening to other women. I reported this to supervisor (b)(6) and he advised I fill out this card. Please follow up on what is to be done to remedy this!

Caller went through security at the airport at Harrisburg. She was immediately told to go through the body scanner and she has issues with them because they have naked images. Today she had a patdown and her private area was touched which had never happened before. She wants to know why she was not given the option of the walk through metal detector. She asked if there is a difference in people and the way they are screened such as someone who shows up with lots of clothes looking suspicious as compared ot her who was clean with no earrings and does not look like a threat. She wants to know who she can talk to about her screening and who she can write a letter to about our very civil rights violating screening process.

7/8/2013 6:44:21 PM

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

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

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

Disability Description: Callers father is in a wheelchair.

Response Details: Advised caller:
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.

7/8/2013 7:43:42 PM

Incident Details: Caller and her father just went thru the TSA checkpoint at SEA just had a very bad experience with a TSO. Her father is in a wheelchair and was given an option to walk thru screening or have a patdown. He walked thru and his watch set off an alarm. He then had to go thru a patdown and was not given the option to stay seated in his wheelchair or to use his cane to remain standing or any other assistance while going thru the patdown. They would not let anyone assist him and her father was having a very hard time remaining in the required position for a patdown. He was told by the TSO -if you are not cooperative you will go to the back of the line!-
The TSO was about 5 ft 5 inches, asian decent, dark hair and skin. She could not get his name because he turned to walk off.
She would like a follow up courtesy response concerning the situation. This also almost caused them to be late for their flight.

To Whom It May Concern:

Recently I flew out of PHX (Phoenix Sky Harbor International Airport) to STL (Lambert–St. Louis International Airport). Before my trip, I contacted the Transportation Security Administration and asked what to do since I now have a pacemaker. The gentleman I spoke to was very polite and helpful and instructed me to NOT go through any of the scanners. Instead, he advised me to show the security agent my pacemaker card and request a "pat-down" so as not to take a chance in accidentally re-calibrating my device. He then sent me an email with these same instructions. These were the same instructions my cardiologist gave me when I received my pacemaker.

However, at the security checkpoint at PHX, I was advised that I had to go through the scanner. I showed the agent my card and relayed the information I had been given. The agent told me that they were very understaffed and that I could either go through the scanner or miss my flight as they had no one to do the "pat-down". The agent then personally guaranteed that the scanner would not cause me any problems. As there were approximately 300 people behind me that I was holding up, and with the agent bullying me, they made me feel as if I had no choice but to go through the scanner.

Upon arriving at STL for my return to PHX, I experienced the exact same scenario. The agent told me I had no choice as they had no one to perform the "pat-down".

7/8/2013 8:19:57 PM

When I returned home, I had to schedule a visit to my cardiologist to check on my pacemaker. By forcing me to go through the scanner, the agents endangered my life, violated their own rules and my doctors orders. It seemed that all they were concerned with was keeping the line moving.

Please contact me to resolve this issue.

Sincerely,

(b)(6)

(6/14/13 Southwest Airlines Flight 1526 departed from PHX approximately 6:40pm, arrived STL approximately 11:35pm; 6/18/13 Southwest Airlines Flight 1155 departed STL approximately 7:50pm, arrived at PHX approximately 9:00pm)

7/8/2013 10:21:13 PM

To whom it may concern,

On June 20, 2013, my wife, ten year old son and myself arrived at 0830 HRS to the St.Paul, Minnesota Airport, at which time we had a bad experience with some of the TSA staff members.

On June 19th, my wife and our 10 year old son were wearing a Halter heart monitor, issued by Mayo Clinic - Rochester Minnesota, for a medical condition called Long QT Syndrome.

The reason, I mention this is that I feel your TSA personnel working near The Mayo Clinic need to be cognitive of medical conditions of near bye medical facilities.

We flown for the past five years, from New Jersey to Rochester Minnesota and have never have a issue of a Haler monitor.

This year,however we planned a trip to Target Field for a baseball game, causing us to fly out of St.Paul Minnesota, where we were detained/searched,eventually causing us to miss our flight.

At 1030 HRS, as the TSA process continued, I emphasized to your staff, our flight has begun boarding (1030 HRS), can you please move forth with the clearance processing. I was advised they were waiting for a supervisor while,your staff members kept asking what were the rules today,to one another.

At 1040 HRS, my son was cleared and my wife stood awaiting for a member to pat her down completed. I watched this in disgust, as your member (unknown older female) ran the edge of her hand up both of her inner legs to her to her crotch area as if she was a criminal.

As a police officer for twenty years, I am very familiar with searches and pat downs due to the fact, I actually teach this block of instruction at police academy's in New Jersey as well as in-service training for my department.

I understand securities matter,' I get it'. but to conduct this extensive of a search was quite frankly a bit too much, for the situation presented.

As a result of your staff not knowing the rules and procedures, we missed our flight as we arrived at 1050 HRS, to be told we could not board the flight.

My family lost fours hours of our vacation along with the added embarrassment to my wife.

I don't want any airline credits ect., however I want assurance that this matter will be addressed for the future flyers, who have medical equipment or needs.

Please continue training and educating your staff,

Thank you,

Caller and daughter flew on June 27 from Portland OR to Billings and then on July 7, caller flew on Silver Air to Gross Point. Caller is in her 70s and said she has open shingles sores in the back of her head and she has a very expensive cream that she has to use on them. Caller said when she went through security, someone suddenly started patting down her hair and did not say anything about patting down her head. Caller said the TSO then used the same gloves and went through her daughters hair and did not change her gloves, this happened in Portland.

Caller said in Billings, a TSO told her that she had to pat down her bun on her head and caller jumped back and refused and told her she had open sores in her head. Caller is upset because the TSO used the same gloves for screening luggage and other passengers. Caller said she is upset because the TSO used dirty gloves and came up behind her and did not tell her she was going to do a patdown. Caller said this same TSO patted down her daughters hair with the same gloves.

Caller said she is concerned about TSAs policy for patting down peoples heads without changing gloves. Caller said the TSOs could be transferring disease and things like head lice. Caller said her doctor advised her to keep her head covered to protect her head from germs because of the open sores. Caller said the TSO that did the patdown was short and had dark hair. Caller said the TSO was not rude but was pleasant, but she just did not warn her that she was going to pat down her head. Caller thinks TSA should re-evaluate their policy of using the same gloves for doing patdowns without changing gloves. Caller said she fully supports Homeland Security.

7/9/2013 12:59:23 PM

Airport Portland Oregon
Airline Alaska Airlines
Flight numbers - Caller no longer has this information
Date and time of incident
Baggage tag number N A
Description of bag, color, style, size, brand N A
NOI with Writing N A
Terminal or Gate Caller does not remember
Contact information (b)(6) - home phone

I advised the caller she can ask for a PSS at the checkpoint for future travel
Travelers may call TSA Cares toll free at 1-855-787-2227

I advised the caller she can also call the TSA cares line.
TSA recommends that passengers call 72 hours ahead of travel to for information about what to expect during screening.
Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint
I told the caller that she can ask the TSO to change their gloves.

This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 7/9/2013 12:30:19 PM

7/9/2013 2:32:04 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):Jet Blue Airways/DCA/D6/Flt#1482/June 19,2013/ Ft lauderdale International Airport (b)(6)
Comments:inappropriate,inconsistent,inattentive? Not certain what it's called, when my (just turned 16) son, (b)(was removed frm plane after all were boarded, doors closed. Doors reopened, officer came in, told my son to retrieve his carryons and follow him off plane. The other 17 students were all seated around him, they had just returned from a missions trip to Dominican Republic. The chaperones were seated a few seats bhind my son and had no knowledge of this until the next day when I told them. My son had stated the officer told him that with palm of his hands he will pat down my boy's entire body, except with the back of his hand he will pat down his privates, in which the officer did just that! My son stated that an additional officer present stated "are we even legally allowed to do this"! This is absurd, the whole thing. Why is my son not given the right to have his legal guardian (chaperone)present during something like this? Also, why was he removed from the plane? Please shed light on this matter for me, I cannot even send my son now to see his Grandmother on a plane in fear of officers doing this to him again. I want to know "why". (b)(6)
(b)(6) Virginia Beach, Va

7/9/2013 2:49:29 PM

Caller is outraged over a patdown that was done at Sacramento, caller does not have the date. Caller said a retired Marine Corporal was patted down because he had too many medals on his chest. Caller said this was reported in the Military Times and on Fox News about 30 minutes. Caller said he has seen 85 year old women being subjected to secondary patdowns. Caller asked what kind of idiots are operating TSA. Caller considers this abuse. Caller said this soldier could not raise his arm and he told TSA he could not lift his arm., caller said we subject Americans to worse treatment than we do foreign visitors. Caller said he is former veteran, caller said he is connected to the FBI in regards to terror threats. Caller complains that women in the Islamic dress are allowed to go through without having to get a patdown and the caller said this is outrageous because TSA pats down Americans. Caller asked who the real threat is?

I advised the caller I will register his complaint. I offered John Pistoles address, caller declined.

Dear Sir or Madam,

After being a frequent air traveler for more than a decade, I have developed a tremendous level of respect and admiration for the work that the men and women of the TSA do. I genuinely appreciate the hard work that your organization performs to enable us to travel in relative safety.

However, over the past few weeks I have really started to notice an adverse physical effect whenever I pass through a Provision ATD scanner. The effect generally wears off after about 15 minutes, but it is still quite disconcerting that there is any noticeable effect at all. I do not experience this effect when I pass through one of the old style scanners. Clearly, I cannot prove that this effect is real, but I am neither a hypochondriac nor a person who is in the habit of complaining.

7/9/2013 6:04:41 PM

My concerns were further compounded today, when walking through Boston Logan airport's terminal C. As I approached the Provision ATD scanner, I noticed an old style scanner right next to it. Without exception, all airport employees walked through the old style scanner, while members of the public all went through the ATD scanner. When I asked the TSA representative if I could use the old style scanner instead, I was told no, and that my choices were either to wait for a pat down, or us the Provision ATD scanner. I initially opted for the pat down, but with a wait of more than 15 minutes, I reluctantly relented and walked through the Provision ATD scanner (predictably experiencing the negative physical effects immediately afterwards).

While I do understand that it can take time to free up an employee to perform a pat down, I cannot understand why there is a different scanner type used for employees and the general public. Please can you explain this discrepancy to me? The only conclusion I am able to draw at this point is that the employees are aware of the negative physical effects of the Provision ATD scanner. If this is the case, then surely a member of the public should be able to choose the old style scanner as an option.

Yours faithfully

(b)(6)

From: (b)(6)
Sent: Tuesday, July 09, 2013 3:41 PM
To: TSAExternalCompliance@dhs.gov
Subject: BOSTON LOGAN INTERNATIONAL AIRPORT

7/9/2013 8:06:40 PM

Hi. I wanna make sure that the complaint I filled today get to the people on charge. My name is (b)(6) and I was forced to go through the scanner because after 30 minutes waiting for a pat down NOBODY attended my request. I asked to the officers on the door 3 times and they just ignored me. Meanwhile a woman was trying to steal my belongings, including my computer. That was why you delayed my request, to make sure someone else can steal from me?. Thank you so much for lacking consideration. I could see 3 officers available to help me and any of them did it.

Do you think because you are federal employes you can disrespect the people like this? This happened about 2 pm today at the first security door at Boston Logan International Airport. My destination was Atlanta.

Please teach to this lazy asses how to do their job and respect us, the people who pay for your salaries!

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

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Remote Client IP: (b)(6)
Date Time: 7/10/2013 11:05:26 AM

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

7/10/2013 11:59:43 AM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):TCX 3435 Thomas Cook Airline - from Borgas Bulgaria Airport
Comments:I departed your country from Bourgas Airport on Saturday 22nd June 2013 on flight no.TCX3453 Thomas Cook Airlines on a 753_280 , schedukled tom fly at 01.40 but actually departing at 05.20.

INAPPROPRIATE SECURITY CHECKS RESULTING IN VIOLATION OF A MINOR AND A PERSON IN RECOVERY FROM MAJOR SURGERY

Going through your airport security checks my 14 year old nephew was subjected to intrusive hand-search by your security operative putting his hands inside his underwear without any other adult being present. This is a criminal offence in the European Union and a letter will be sent to the British Home Office with a view to pursuing it as a criminal matter.
For myself, I was roughly frisked by on of your female operatives with such forcefulness that I cried out in pain and tried to remove her hand from my operation scars. When I tried to explain that I had been operated on for Cancer, their poor grasp of English resulted in me being treated like a common criminal and dragged forcibly behind a curtain, much to my husband and nephews distress, where two of your operatives held me and insisted on continuing with the search, despite the fact that I was crying with pain. They instructed me to undress and show them my operation scars, which I refused to do. The search continued as did my pain. I was then brusquely told to go. No one showed any concern for my situation. My nephew and I were deeply upset by our treatment and I had to endure continuing pain in the terminal and on our flight home thanks to the insensitivity and frankly unnecessary probing of Securty guards

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/10/2013 10:22:21 AM Airport : LAX - Los Angeles International Date/Time of Travel : 07/09/2013 11:30 AM Airline & Flight Number : Delta 1706 Checkpoint/Area of Airport : Security line TSA Employee: (If Known) :
Comment : My wife and I were traveling with two cats and were required to remove them from their carrying cases and hold them while being screened. Although these cats are normally very friendly and also sedated, they were terrified by the noise and unfamiliar environment of the airport, panicked, and one of them seriously scratched my wife. We heard from the airport police and paramedics that this is a frequent occurrence and that other cases have been far worse.

The policy of requiring pets to go through screening outside their cases is irresponsible and invites injury to their owners and inconvenience, possibly expensive or disruptive, to the airport should the cat escape and need to be trapped again (this kind of incident was also said to have happened recently). If it is necessary to put the case through the X-ray scanner, then the traveller should be offered a private screening room, just as those receiving pat-downs are, and just as we were for our second cat once the first misbehaved. Then the cat would no longer be able to flee and the owner would not need to take the responsibility for restraining the cat upon their own body.

7/10/2013 12:00:13 PM

The TSA's current pet screening policy is, as I said, irresponsible and dangerous, contrary to the airport and airline policies requiring all pets to remain in carriers, and creates a significant risk of injury to the owners of animals that have likely never had to endure stressful travel situations before. I expect it is only a matter of time before it results in a lawsuit, one that could be avoided by simply adopting a more accommodating procedure for the few individuals who do carry pets to the airport.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller said that she had a bad experience when going through screening the last time she traveled.

Information Request: Caller wants to avoid a patdown and said that she does not have to be groped.

Response Details: Advised caller that when you have metal implants and the location you are traveling from does not have the AIT that you do have to undergo a patdown in order to travel.

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.

7/10/2013 1:04:40 PM

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

Caller said that the last time she traveled from PHX she was groped.

Advised caller since she is traveling from ORD on 8-27-13 if she thinks that she needs assistance that she can call back in closer to her flight time and we can forward her information up. Or she can request a PSS when going through screening to assist her.
Emailed caller information.

TSA Cares toll free at 1-855-787-2227

Caller is very upset about the way TSA does the screening. He is upset that the screening he has to go through to fly violates his personal area and he should not have to make a choice to show his private parts and he has to go through radiation. He doesnt feel that young children and individuals of all ages have to go through a pat down and get their private parts touched.
Caller went on and on about the way he hates TSA and his tax dollars are not getting put to useful things.

CCR informed him:
Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. We believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

7/10/2013 1:23:51 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.
Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

The screening devices give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats without showing any personal areas of an individuals body.

With the radiation factor, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

Since he does have policy issue, CCR advised him that he can write his concerns to HQ to get the proper assistance.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 7/10/2013 12:05:44 PM

7/10/2013 2:06:50 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):July 1, 2013 at approximately 6 a.m. in the Delta terminal area. I am not completely sure of the female employee's name. I believe it is (b)(6))
Comments:I read that one of the TSA pledge items for an employee is to treat travellers with respect and dignity. The employee who did my pat down screening was not only rude and insulting, but struck me in the center of my chest using the side of her hand with unnecessary force. When I asked her why she hit me so hard, she became even more beligerant, aggressive and insulting. She left my immediate area and continue to shout back insults to me, like how I am just one of those people who complain about everything. As she swabbed some items very slowly, she would shout for some one to come and watch me because she couldn't leave someone like me alone. (Very humiliating in front of other travellers) She then left my carry on luggage contents in a mess as she touched each and every item including clothing. The bag was left on a small area and piled on top like a heap - so some items were ruined. Her comment and laughter at the end asking if I wanted her to repack everything just finalized the event with even more humiliation. At the very least, this employee needs to take some sensitivity training on how to properly do her job with elderly travellers. Hitting someone with this type of force could not possibly detect any illegal item/substance.

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

7/10/2013 2:18:11 PM

Advised Caller:

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

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

Disability Description: Caller has diabetes.

Response Details: Advised Caller:

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

Individuals who request that their medications are screened visually may receive additional screening. A Transportation Security Officer (TSO) of the same gender will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown any sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

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

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

We will be sending you an email about how to file an official complaint, in writing.

7/10/2013 6:07:35 PM

Sent Email:

Incident Details: Caller was told that she may have the insulin hand inspected. She previously contacted the TCC and was advised to request a hand inspection. Caller stated there were no problems in STL. Caller stated there were problems in DEN. They treated her horrible, during the patdown. Caller told the TSOs she was diabetic and requested a hand inspection. The TSO proceeded to opened her carry on and then did a patdown that was. Caller stated the TSO shoved her hand in her vagina and groped her breast and it hurt. Caller stated it was uncomfortable. Caller wanted to know who to talk to about and report this to. Caller was distraught and crying during the incident. Caller was very confused, because she only asked for a hand inspection. Caller said the TSO said, why should we believe you when she told them it was just medication. Callers blood sugar was dropping and it took a long time. She was humiliated and she felt molested and discriminated against because she was diabetic. She had a notification card and the TSO did not even look at it. Caller asked for a supervisor and they stated they were supervisors. Caller stated the TSO was fondling her. Caller was afraid to go into the private screening with the officer and wanted the camera to see it.

Airport DEN:
Airline Frontier
Flight Number: 9290
Location: Gate 40
Date and Time: July 9th at 2:30 and 2:48PM
The TSO doing the patdown was (b)(6) Caller was standing by the camera.

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Remote Client IP: (b)(6)
Date Time: 7/10/2013 5:06:52 PM

Name: (b)(6)
7/10/2013 6:36:54 PM Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Detroit Metro Airport - July 1, 2013 at approximately 6 a.m. at the Delta terminal.
Comments:This morning I provided information regarding a very unpleasant situation I experienced on July 1. I am still very upset over the ordeal and I neglected to state the airport at which this occurred. Your response email did not state whether you have saved my first email. The following is a copy of your response email. Please advise if I need to resend my original email containing an explanation of the situation. Thank you.

From: tsatcc_do_not_reply@senture.com Your junk email filter is set to exclusive.
Sent: Wed 7/10/13 4:10 PM
To: (b)(6)
Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed. We hope this information is helpful.
Thank you for your response to my suggestion. Here is the relevant part of your response:

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

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

Please let me know if TSA will consider this suggestion.

Yours,

(b)(6)

7/10/2013 6:36:57 PM

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

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

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

A response would be appreciated.

(b)(6)

Fairfax, CA 94930

From: (b)(6)
Sent: Wednesday, July 10, 2013 10:01 PM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: TSA Complaint

(b)(6)

7/11/2013 8:43:52 AM (b)(6)

Leesburg, VA 20176

(b)(6)

HYPERLINK (b)(6)

I What happened?

On July 10, 2013, at approximately 3:35 p.m. at Dulles International Airport (IAD), I was proceeding through the employee checkpoint in the main terminal. I was dressed in shorts, a t-shirt, rubber flip-flops, and a small, tight fitting cap worn backward on my head. I showed my crew badge to the different TSA personel on my way to the x-ray machine belt. I emptied my pockets into a bin and pushed it through the opening. I stepped toward the magnetometer and was stopped by a TSA screener. She

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 7/11/2013 2:07:17 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 07/10/2013 10:00 PM Airline & Flight Number : us airways 11 Checkpoint/Area of Airport : terminal four, Gate A30 TSA Employee: (If Known) :
Comment : I have two hip replacements so I always look for the scnning machines. When I got in line, the TSA agents were running the scanning machine. By the time I got to the luggage Xray machines they decided to stop using the scanning machine and switched to the magnetic machine. WHY DID THEY DO THIS? Someone decided that they didn't need to use the scanner anymore and the magnetic machine was better? While the airport wasn't that busy, there 30-50 people waiting in queue. I thought the scanners were more secure than the magnetic machines. There were plenty of TSA agents around, some were standing around doing nothing.
Of course, now I had to have a pat down. I have had them before, its no big deal but as I stood there getting the pat down I looked at all this technology sitting there doing nothing while I got an old fashion pat down, something they have been doing before they discovered electricity.

7/11/2013 8:44:10 AM When I asked the TSA agent why they shut down the scanner in favor of the magnetic machine, I got no response. He just kept mumbling what he had to do and asked me questions before he started his pat down. He had no personality. Later, I saw him walking about the place smiling and talking to his TSA associates. He seemed happy with them. But with me, I was just another person to process.

Here is my question, why does TSA run the magnetic machines and no scanning machines where there are more than one scanning machines in the screening area and what appears to be TSA personnel available? I thought the TSA liked the scanning machines over the magnetic machines. Guess not. Seems they still prefer the old fashioned magnetic machines.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

7/11/2013 8:50:20 AM CCR informed her:
There is no program that will allow her to get a pass through screening. Even with the precheck, she will have to go through a WTMD, AIT or a patdown to get through the checkpoint.
She can write her suggestions about adding more patdown screeners to HQ if she would like to.
If she still would like to do the precheck, she should apply for membership with one of CBP's Trusted Traveler programs. For enrollment, please visit http: www.globalentry.gov . There will be a online application, face to face interview and a fee that can be clarified on that website.

Caller is embarrassed as a US citizen to come back into his country because he had problems in Madrid, Spain due to US Airways telling passengers that TSA protocol is being implemented at TSAs request.
They had to go through screening and baggage check where passengers are boarding and had an additional checkin point where their passports and tickets were viewed and they had to go through a second patdown, same as they had just gone through. The problem ensued where they blocked off a section of the airport where they were told they couldn t leave the secure area of the airport.
There was a cafeteria in the airport and they wanted to get a cup of coffee and were told they couldn't leave the area they were in and the whole area was a secured area.
Caller states that TSA needs to be aware that US Airways is informing citizens that it is TSA protocol.

7/11/2013 9:55:52 AM

Response:
Travelers must go through different clearance procedures when crossing international borders.
Travelers departing a foreign country are required to comply with the customs and immigration exit procedures of that country. Passengers and their baggage are also screened for security according to standards established by the government of that country. As sovereign entities, foreign countries may establish their own security requirements for airports and air carriers that are not necessarily the same as those required in the United States.
Explained to caller that TSA only has a presence in the US, not foreign countries.

Provided following to caller, advised he should take the issue up with the airline and:

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 .
Caller wanted to know why he s forced to go through he AIT or have a pat down. He witnesses other passengers, with children, going through WTMD. He says he feels discriminated against and it s not fair. He s currently at Charleston and he experienced it at JFK on his flight down there as well.

7/11/2013 10:10:15 AM

I apologized and advised him:

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

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

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

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

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

7/11/2013 4:20:30 PM

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

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

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

Regards,

--
(b)(6)

"Get used to a different way of looking at things. A change in perspective brings a whole new world of opportunity"

7/11/2013 4:21:03 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/11/2013 2:51:39 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 07/10/2013 2:15 PM Airline & Flight Number : Spirit 403 Checkpoint/Area of Airport : E33 TSA Employee: (If Known) :
Comment : I declined to go through the full body image machine. It took over 5 minutes to get a female agent to come and do the pat down. The pat down was somewhat invasive and when she walked away to test her gloves, I joked with a fellow male flier that had just had one and asked if he felt "violated". When she came back and told me that I was free to go, she muttered a comment under her breath that I could not hear. I said, "Excuse me?" and she walked away. I followed her and asked her to repeat what she had said. She said "I said, "did you request this"?". I responded "what do you mean?" as I was confused. She said "Did you refuse to go through the machine?!" I said, "Yes, I refused to go through the machine. I had 3 miscarriages going through the machine. I stopped going through the machine and had a baby. I don't know if it's related but I won't take the risk." She responded, "Well, go through the machine next time." I asked for her name because she was walking away and I could not see her badge. She ignored me and continued walking. I followed and asked for her name again - she walked into security line 4 and the other agents stopped me. I asked them for her name, and they would not provide it. I went to the supervisor, Fann, and reported the incident. He would not give me her name either (but he knows who the agent is). She is caucasian with red hair. I pay for TSA agents in an indirect way. They are employed for my security. I shouldn't have to explain why I decline the machine nor be spoken to that way by a disgruntled employee. I would like disciplanary action taken against her to ensure that she does not treat others this way.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/11/2013 6:10:48 PM

To whom it may concern:

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

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

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

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

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

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

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

Regards,

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

To whom it may concern:

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

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

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

Caller States:
She wanted to file a complaint concerning screening at 2 different airports. As she traveled from DEN and on her return flight from FLL. She had very short shorts on, about a 2 inches inseam. She request that she receive a patdown and the woman touched her in her private parts. Now she feels dirty, molested, and violated. She wanted it noted that this is a violation of her 4th amendment rights. She wanted to make sure her complaint was being recorded. Since she was touched she will not be flying anymore and her children will not have to go through this. She would like to contacted and receive confirmation about this complaint.

Airport: DEN and FLL
7/11/2013 6:56:02 PM Date: DEN June 23,2013 10:30 pm
Date: FLL June 29,2013 6:30 pm

Advised Caller:

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

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

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

7/11/2013 10:04:19 PM I refuse to go through your full body scanners and fail to see how making me do so would help national security. Therefore I am constantly subjected to pat downs when there is a perfectly acceptable metal detector standing near by but only used for traffic control. I fail to see why, with the information just stated, I can't be allowed to only go through the metal detector machines.

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

Sincerely,
(b)(6)

THIS IS A LEGAL PROCEEDING, AND HAS ALL THE FORCE OF A REGISTERED LETTER, BEING ELECTRONICALLY RECORDED.

To whom it may concern at TSA:

Thank you for your response of today.

I will address your letter briefly, thus:

Cases that you cited:

1) United States v. Aukai

2) United States v. Hartwell

7/11/2013 10:04:30 PM 3) United States v. McCarty

...Are all cases in which a reasonable suspicion existed to believe that the defendant was in the comission of a crime, and was therefore searched lawfully and found to have been guilty of such (the possession of drugs deemed illegal).

4) United States v. Marquez

Although (b)(6) was indeed found guilty of possessing cocaine, the manner of "randomly selecting" him for a secondary security screening was unlawful (regardless of the opinion of any judge - judges are to follow the law, not invent it).

Also, I find it difficult to believe (though I may be wrong) that any magnetometer, hand held or otherwise, would detect the presence of cocaine. It seems to me that a magnetometer will detect the presence of metal, not plant matter.

As I stated in my previous letter to you, I am not interested in reading about court cases which are irrelevant to the issue at hand (like the ones above cited, from your letter).

The issue at hand is the warrantless, causeless searches that are taking place daily at TSA checkpoints across America.

These searches are unlawful, and are being imposed upon law abiding Americans at airports, with the threat that if they do not comply, they will be denied their lawful right to contract with an airline, and board a scheduled flight.

That is called harassment, and it is a crime.

7/11/2013 10:20:06 PM

Caller s mother is diabetic and wears an insulin pump and cannot go through the WTMD and she ask for a pat down but was not allowed to have a pat down and was forced to go through the AIT.She does not speak good English.
Explained how to relay the incident to the CSM through option 5 on the IVR and recommended she have all the details from her mother to give an informed report directly to the CSM.
Advised in the future for her to call TSA Cares with her flight information 72 hours prior to travel so we can forward her information to the ODPO so they can relay her needs prior to travel.
Caller says one officer handed him a piece of paper that contained a link to file a claim, this link doesn t exist. He wants to see if he can leave a complaint over the phone.
Caller opted out of AIT this morning. He informed the agents he was opting out and his luggage was being handled and moved by TSA and other passengers. When he was reunited with his bags, (b)(6) was very belligerent and condescending. He started getting verbally confrontational about it and saying he didn t need to have full view of his bags.
In conclusion, when he completed the patdown, (b)(6) deliberately came up to him and giving him a hard time.
He shouldn t have to be treated like trash for opting out of the AIT.

7/12/2013 8:24:17 AM

Flight Details:
Airline: American
Airport: Ronald Reagan
Flight Number: 1465
Date and Time: Today at 7AM to 7:20AM
Baggage: N A
NOI: N A
Location: American Terminal, Gate 32
Email (b)(6)

Caller Advised:
The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. 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.

7/12/2013 9:40:38 AM

Caller said that he was assaulted by a screener named (b)(6) on 7 10 2013 at Charlotte Douglas International Airport. He went through checkpoint D at 6:50 pm with his pregnant wife. He was videotaping his wife s pat down. He said that he had the camera pointed away from the checkpoint. He was videotaping the pat down because about a month ago she had an excessively rough pat down and her genitalia was touched. He said that TSO (b)(6) told him that he could not film. He was corrected by the caller and he continued to tape the pat down. He said that he was shoved by TSO (b)(6). He spoke with supervisor Hancock who told him that it is lawful to tape. He said that supervisor (b)(6) told him that he viewed the tape and no contact was made between him an TSO (b)(6). He then spoke with the duty supervisor (b)(6) who also told him that contact did not occur and that TSO (b)(6) denied touching him. Today he spoke with Terry Stanton who is Assistant Federal Security director for screening who told him he reviewed the video tape and it is clear that contact was made. He said that he was lied to on the evening of 7 10 2013. He was told that TSO (b)(6) was counseled on how to get peoples attention, but not on assaulting passengers. He asked (b)(6) if he did the same thing to his mother would he punch him in the face. He said that (b)(6) told him probably. He wants to know why it is acceptable for (b)(6) to do that to him but not for him to do that to his mother. He wants his record sent to the Federal Security Director and to TSA Headquarters. He said that he does not believe that the CSM will do anything. He will follow-up with the Federal Security Director next week. He did not want to provide him last name or his email address.

I apologized to him for his unpleasant experience and told him that I would forward his record to the CSM at Charlotte Douglas International for review.

Caller wants to know if all passengers are allowed to have a private screening. She wants to know if the passenger asks for a private screening if one must be provided. Caller was traveling from DFW Terminal E. She runs a business for rescue animals. She says the person ask for a private screening and was told by the officer they did not have the factilities to have a private screening. The caller wants to know if this is true that some airports do not have private screening locations.The passenger had a kitten with her. Her organization is called Where is (b)(for a cat that was lost at JFK and it was lost by American Airlines.

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

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

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

7/12/2013 9:54:36 AM

Airport: DFW to Seattlle

Airline: Alaska

Flight number: NA

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

Baggage claim number: NA

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

Terminal or gate: NA

Baggage Description: NA

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

Caller had a notice of inspection. She wanted to know what the procedure is for inspecting a bag and what determines whether or not a bag is inspected. She said that she is allergic to latex gloves. She wanted to know if gloves are worn during the inspection. She asked why she was not notified that her bag was being inspected. She wanted to know where she can get more information on why her bag was inspected. She asked why it is TSA policy not to inform the passenger that they are opening their luggage. She thinks this is a violation of her rights. She wanted to know if the information that I provided is on the airline and the TSA website.

7/12/2013 12:48:37 PM

I gave the following information: Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

TSOs use nitrile gloves, not latex. Nitrile gloves provide more protection and sanitary efficiency than latex and are commonly used by other Federal agencies.
If a TSO needs to open and search a checked bag, the TSO will place an NOI inside the bag to alert the passenger that his or her bag was searched by TSA.
I advised her that bags are opened at random and to clear alarms. I advised her that TSA puts the NOI in the bag to inform the passenger that their bag was inspected. I told her that we do not ask the passengers permission or notify the passenger that their bag is being inspected. I also told her that I do not know why TSA has that policy. I advised her that is the policy at all airports where TSA performs the screening. I told her that TSA does not keep a record of what caused a bag to be opened and inspected. I told her that I do not know if the information is on the airline website.

7/12/2013 6:12:21 PM

Your employees are a bunch of facist, mentally deficient bullies with overblown dreams of grandeur just because they've got on a uniform and are EPIC FAIL in security of any sort! They are pedofiles, gropers and should be arrested for assault on travelers! They are close to being the worst!

Have a nice day!

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/12/2013 8:37:02 PM Airport : SFO - San Francisco International Date/Time of Travel : 07/12/2013 7:15 PM Airline & Flight Number : Alaska 303 Checkpoint/Area of Airport : Terminal 1 TSA Employee: (If Known) (b)(6) (b)(6) and (b)(6) Comment : July 12, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No. (b)( ), who violated standard operating procedures by conducting an aggressive and improper pat down on me as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) (Badge No. unknown), who witnessed the inappropriate search and failed to stop it, as he should have.

At approximately 5:15 pm PDT on July 12, 2013, I entered the security checkpoint for Terminal 1 at San Francisco Airport (SFO) on the way to my flight, Alaska 303 to Seattle. I opted out of the body scanner and was then subjected to a pat down search by (b)(6)

7/12/2013 10:09:06 PM

During the search, (b)(6) poked me hard in the stomach four times, causing me to bend forward. Then, while checking my torso, (b)(6) ran his hand along the same part of my groin three times, though no anomaly had been detected.

(b)(6) actions were intended solely to humiliate me in retaliation for requesting a private screening. I want Screener (b)(6) placed on unpaid administrative leaving pending an investigation into his improper pat down search. I also 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,
Chris Mullen
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 7/13/2013 12:57:00 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 07/12/2013 Airline & Flight Number : Delta 1527 Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :

7/13/2013 9:04:16 AM

Comment : Women tsa agent working the pat down outside of the body scanner was extremely condescending and NASTY. I did not get her badge number because I was so shocked at the way I had just been treated. I travel to Ft Lauderdale several times a month.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller states that a TSA agent harassed his wife at LAX Terminal 7 today at 7:40 am lane 1. He says that the supervisor was (b)(6) number (b)(6) and the harassing agent was (b)(6) ?). Caller states that she brought baby food and the female TSO said that she brought too many and insisted that his wife should have a purse. Caller says that the TSO gave her a patdown, got the supervisor, then the supervisor said that they would have to check in the rest of the baby food. He says that after they came back from doing so, the same TSO again double checked her things, patted her down twice more and ran her stuff through the xray over again. Caller says that they were very delayed and almost missed their flight.

Advised caller:
We regret that you were not satisfied with the service you received.

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

7/13/2013 11:00:26 AM

Flight information:
Flight Path: Los Angeles to Los Cabos Mexico
Flight date time: 7 13 8:30 am
Flight #: 1206
Airline: United
Airport: LAX
Gate Terminal: 60
Witnesses: his wife Irene Levi, his father-in-law (b)(6) and his mother-in-law (b)(6)
Email: (b)(6)

7/13/2013 5:28:22 PM

Caller:
Caller flew from HOU on 07 08 13. He went through security at 5:10 p.m. He went through the AIT. Once he stepped through the AIT a TSO proceeded to give him a patdown without saying a word. He asked the TSO, What are you doing? two times. The TSO told him that he needed give him a patdown from an alarm on the AIT. He told the officer that he knows that a passenger is supposed to be asked before a patdown started. He asked the TSO who could handle this issue. He was abrasive and rude and told him to, go over there and talk to them. Then he walked away. At the same time all of his electronics are sitting on the conveyor belt where anyone can take them. The officers name is (b)(6) He got the name from his supervisor. The STSO gave him a complaint form to fill out. He stated that (b)(was one of his best TSO s. He is not worried about how the TSO normally does his job. His response should be geared toward resolving my issue with what just happened to me. The STSO said that someone will call him back within 24 to 48 hours. That has not happened. Who can he contact if he is not happy with the response from the CSM at HOU?

Response:
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.

You can contact the CSM at HOU directly by calling us back, pressing option 5, and entering the airport code (HOU). If you are not happy with the CSM s response to your complaint you can call us back so we can escalate the issue to a passenger ombudsman.

7/14/2013 5:15:15 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/14/2013 3:47:47 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 07/14/2013 7:30 AM Airline & Flight Number : American 360 Checkpoint/Area of Airport : Security Checkpoint 2 TSA Employee: (If Known) (b)(6) and (b)(6) Comment : July 14th, 2013

Transportation Security Administration:

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

At approximately 7:30 am PDT on July 14, 2013, I entered Security Checkpoint 2 at Seattle-Tacoma International Airport (SEA) on the way to my flight, American 360 to Chicago. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

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

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

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

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

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

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

7/14/2013 5:15:24 PM

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

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

The good news for me is that on my return flight I decided to try the new body scan screening method - as I can stand up for short periods of time - and there were no problems.
Would you like a response? : False
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 7/14/2013 4:30:34 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 07/13/2013 3:00 PM Airline & Flight Number : Frontier 211 Checkpoint/Area of Airport : security to gate 24 TSA Employee: (If Known) :
Comment : My mother, who will be 89 next week, and I were returning from visiting her grandson and great-grand-daughter in Austin TX. Our trip originated in Riverton, WY; TSA personnel there were solicitous and courteous, and had no problem with her ID. On our return trip, when she presented her ID (which was a temporary Wyoming state-issued ID, because she does not drive, and had an expired driver's license) to the agent in Austin, and a certified copy of her birth certificate, she was asked for additional forms of ID, which she presented; in fact, she opened her wallet, and had more than a dozen cards of various types, all with her name prominently displayed. She was then removed from line to wait (standing) for a supervisor, who personally took her through the line for a "personal hand-off", calling her "sweetie" and other childish, condescending names; the supervisor had her ID in hand, and could easily have called her by her name. The supervisor then unintentionally turned my carry-on upside down, spilling everything, and then disappeared with my mom, telling me to "get another bin" and "come on" after I finished cleaning up the mess. When I did find my mom, she said that there had been no place for her to sit while waiting for her pat-down (did I mention that she has a pacemaker, and has to be patted down every time she goes through security?), and she continued to stand, even though I had told the first TSA agent, and the supervisor, that she could not stand and needed a seat; they simply said there were none, and made no effort to get one. We had asked for a wheelchair, but the initial agent said that we should have asked for one at check-in. (At check-in time we did not know that she would be asked to stand for 30 minutes and therefore would need a wheelchair; we expected that she would walk through security and on to the the plane, which she can do without problem.) The agent apparently did not call for a wheelchair, because when the screening process was completed, we were asked if we wanted one, and told that the wait would be "a while". By this time, our flight was already boarding, and we feared that waiting for a wheelchair would make us miss the flight, so we did not wait any longer for one. This entire process was very distressing for my mom, who has a heart condition, osteoporosis, and upper spine fractures; your agents, of course, had no way of knowing this, but anyone who looks at her can tell that she is a frail-appearing, elderly woman with a visible deformity of her back, who weighs approximately 100 pounds; she looks in need of assistance. (When we finally got to the plane, other passengers - total strangers - offered to assist her with her carry-on luggage; that is another story). She cannot travel alone, because of the stress of going through security. This episode has made us seriously consider driving from Wyoming to Austin in the fall, which will take 2-3 days each way, for another grandchild's wedding, rather than suffer through the ordeal of attempting to get her through security screening again. There is nothing that you can do to remedy the fiasco that occurred in Austin 7/13/13, but you can and should create an atmosphere of courtesy towards the people you are screening. TSA personnel in WY treated her kindly and respectfully; those in Austin that we encountered were curt, impatient, uncaring, and dismissive.

7/14/2013 5:15:25 PM

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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/14/2013 7:12:10 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 07/12/2013 10:00 AM Airline & Flight Number : American Airlines #1693 Checkpoint/Area of Airport : U.S. Customs at Dublin, Ireland, on way to ORD TSA Employee: (If Known) :

7/15/2013 8:10:19 AM

Comment : As a 5' tall, 121 pound, 70 year old woman, I was horrified and deeply upset that I was "chosen" to be frisked. I had to stand with my arms spread out,on the wall, legs apart and endure a complete body pat-down including a search under my clothing, along the waistband of my pants. Does this make our country safe? It makes no sense at all!!! Do I look like someone who is a threat?
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/15/2013 10:31:57 AM

Caller had an incident in April and mailed a letter on May 7, filed a claim, states she was also instructed to send a letter which she mailed on 6-12, certified, sent to Mgmt. Branch in VA, 601 South 12th St.
Problem occurred when flying from LAS to EWR.
States Items were confiscated at the checkpoint and she also has a complaint about the way she was treated.
She was accused of having explosives and it was determined there were sparkles in a scarf a friend gave her which she was wearing which triggered the alarms and the scarf was long and hanging down the front of her clothing. States she was taken to a room and required to have a patdown and she asked the TSO to change her gloves. States the TSO didn t return a cigarette case and extender.
She said nothing was explained to her and she was left in the room and she didn t know what was happening which had her so upset.
When she realized what it was because of the sparkle on the scarf it triggered the alarm.
She sent

Response:
You may also email TSAClaimsOffice@tsa.dhs.gov and a Claims Specialist will respond to your email within three business days. If you have filed a claim and have not yet received a claim number, you may call (571) 227-1300 for additional assistance.

Disability Description: Caller has cancer and is a rape victim.

Response Details: Advised Caller:

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

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.

If you do opt out of the screening a patdown will be used for the screening. A traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude. The AIT uses a very low dose of radiation.

7/15/2013 11:56:10 AM

We will be sending you an email so you may file an official complaint.

Sent Email.

Incident Details: The Civil Rights Division transferred the caller. Caller stated he called the TCC twice and two people were rude to him and directed him to go back through the IVR.

Caller wanted to file a complaint about screening at the FLL and ATL. Caller entered the airport and is a cancer patient and rape victim. When he entered the airport at the TSA Screening checkpoint, he approached the TSO. Caller made the request to opt-out of the AIT and the TSO said, if you aint going through those scanners boy you are gonna get touched. Caller was shocked and he did not want to go through the scanner. He was very upset had a panic attack.

The TSO who issued the patdown was very kind and courteous. Caller stated none of the other officers would provide him with their names, All the officers laughed at him and said they were not x-ray machines and he would not get cancer. The officers laughed at him when he said he was a rape victim. Caller read in the media that the screening technology was 10 times and powerful as a doctors x-ray. Caller stated the Supervisor TSO was laughing and chuckling under his breath, as he informed the caller about the private rooms.

Caller had to wait 2 or 3 more hours to catch another flight. Caller does not want to fly again. In ATL there is a different screening area and he went to the medical lane. He was told TSA screening would take 10 minutes and it took 30. When loading the electronics, he put two laptops in one bin and he was told to put all items in a separate bin. Caller was offended when he asked for more bins and the officer ignored him. He asked for an opt out and they laughed at him again. Caller stated he was a cancer patient and rape victim. He stated he had a similar experience at ATL as with FLL. Caller stated the officer stuck his hands down his pants and tried to put his fingers in his pants. Caller stated he had to see his psychiatrist because the experience was traumatizing.

7/15/2013 4:03:04 PM

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

7/15/2013 4:26:42 PM

Caller just went through JFK to fly to Ireland. She asked the people at the Delta counter if she could take her yogurt with her on the plane. They told her yes. When she got to the checkpoint, she went through the AIT and the officer told her that she would have to go back to the regular part of the airport and eat the yogurt or throw it away. She left the checkpoint and at the yogurt. She went back to the security checkpoint and went through again. This time the officer said she had multiple abnormalities around her knee. They thought she had something strapped to her knee. They done another patdown. She says that she had a short skirt on and her knees were visible. She says that there was 5 or 6 agents around her during the patdown. She says she asked for a manager 15 times. She says that a manager came over and tried to diffuse the situation. She says that the manager asked what was going on. The agents explained that she had an anomaly around her knee and had already had a patdown. The manager advised them to put her through the AIT again. She went back through the AIT and the anomaly showed again. She pulled her skirt up a little and the male officer at the AIT told her that everyone didn t need to see this. She says that he was heckling her. She says that the manager asked her if she had a knee replacement, which she said no to. The manager said to let her go one because they could see that nothing was on her knee. Caller says that that she told him she was going to complain on them. The male agent, whom she said had been heckling her, gave the impression that he didn t care because it didn t matter. She says that his name is Officer (b)(6) (spelling not provided). She says that they told her that if she was going to complain they were going to complain. At that point a man in a suit with a walkie talkie took her passport and boarding pass. He made a copy of these documents. She asked what was going to be done with this and was told that it was going in a file. Caller says that she is concerned because of identity theft. He individual in the suit is (b)(6) He told her that he was going to have someone waiting at her gate to throw her out of the airport. She wants reassurance that nothing is going to happen at the gate and she will get on her flight. She wants someone to contact her when she returns from Ireland on July 22. She wants to know what will happen with this. She wants to know how to follow up. Her flight is at 7:30 p.m. She states she was heckled, harrassed, and this was inappropriate. She is most concerned with the male officer (b)(6) and the comment he made when she lifted her skirt slightly and (b)(6) She is also upset because there was so many agents around for her patdown. Caller did get very upset, began screaming, and threatened with lawyers.
Airport: JFK
Airline: Delta
Flight Number: DL199
Terminal Gate: B26
Date and Time: 07 15 13 4:00 p.m.

Advised caller:
Advised caller that I cannot help that the airline told her she could take the yogurt. Yogurt does have to be 3.4 ounces or less.

I did have to advise caller that I did not do this to her and am here to help her, so she should not scream at me or threaten me.

I will forward a copy of this information to the CSM to make them aware of this situation. Advised caller that the CSM is over all of TSA at that airport, so they are the boss of the agents on the floor. Advised caller that I would send this to them for their review. How they handle the situation is at their discretion.

Advised caller that this is not something that is going to be resolved before her flight. I will send it over, but I cannot ensure the CSM is going to review this before her flight. I cannot speak on their behalf and cannot tell her what they will do for the situation.

Advised caller that I don t know if (b)(6) is a TSA employee or not. If he is not, maybe the CSM can get her complaint about him in the right location.

Advised caller that if she doesn t hear anything and needs to follow up, she can call this number back, select option 5, enter airport code JFK and it will provide her with the number for the CSM.

7/15/2013 6:08:07 PM

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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/15/2013 7:31:37 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 07/14/2013 7:30 AM Airline & Flight Number : American 360 Checkpoint/Area of Airport : Security Checkpoint 2 TSA Employee: (If Known) : n/a Comment : Transportation Security Administration:

The private screening room at Security Checkpoint 2 at Seattle-Tacoma International Airport (SEA) is not being properly maintained. The room is filled with supplies unrelated to the screening process.

On July 14, 2013 at approximately 7:30 am PDT, I was taken to a private screening room at Security Checkpoint 2 that was filled with large water jugs meant for a water machine. Water from one of the jugs had spilled on the floor and it had not been cleaned up. I had to step around it to avoid getting my socks wet during the pat down search.

7/15/2013 9:05:02 PM

When I pointed out the spill to TSA Screener (b)(6) (Badge No. (b)(6)), who was conducting the search, he did not make any effort to clean it up. After the search, I also pointed out the spill to TSA Screener (b)(6) (Badge No. (b)(6)). Similarly, (b)(6) made no effort to acknowledge or clean up the spill.

A passenger requesting a private screening should be entitled to a clean screening room. The private screening rooms should not be used to store other supplies, especially water jugs that can spill and soil a passenger's clothing.

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

7/15/2013 9:42:22 PM

The caller stated he was calling on behalf of a friend that had called him. The caller said his friend was flying from Missoula to Minneapolis and her laptop was never returned to her after she had to go through a pat-down. The caller stated his friend needs to get her laptop back asap.

I told the caller I can send him a claim form. I gave the caller the phone number for the lost and found for Missoula International 406-728-4381. I gave the caller the phone number for the CSM for Missoula Ralph Barclay Phone: 406-255-(b)(The caller stated he would call the two number s. The caller stated he would call back and get a claim form if they cannot find the laptop.

To whom this may concern,

On July 13, 2013 I was subjected to a pat down without informed consent. This event has left me feeling violated and angry. I am requesting, at the very least, a formal apology from the TSA for allowing this to happen, and a promise to retrain the individuals responsible.

On the above date my husband and I were travelling from Las Vegas to Seattle on Alaska Airlines flight 605 scheduled to leave at 13:25 at gate E14.

At the security check, I thought that the machine I was asked to walk through was the X-ray type machine that projects an almost naked image of you to an officer at another location in the airport. I told the male officer directing people through this machine that I was not comfortable going through and wanted a "pat down" in private as I thought that this involved use of a wand and no physical touching. In retrospect I think that the male officer had a responsibility at this point to explain to me what the machine does and describe the images that the machine projects. I also feel that he had a duty to explain to me what a "pat down" actually involved. Had I known this, as well as the fact that the machine I was being asked to walk through was a body scanner that uses beta particles, I would have never requested a pat down.

7/15/2013 10:06:49 PM

A female officer (I think her name tag said (b)(6)) took me to a private room and, to my horror, explained the protocol. I then told her that I could not submit to this and would reluctantly go through the machine. She then explained that she had to get her supervisor who would explain what would happen next. The supervisor (a woman) told me that I had to have the pat down at this point, as going through the machine was no longer an option. At no point did anyone explain that I would not be able to change my mind. At this point I was pretty scared and upset about having to go through with the process, so the supervisor allowed my husband to be present. I was in tears as the officer conducted the pat down, and was so upset that it took hours for me to calm down.

This experience has completely shaken my confidence in theTSA and I hope they are not as careless with other protocols.

Sincerely,

(b)(6)

Sent from my iPhone

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 7/16/2013 2:58:17 AM Airport : GEG - Spokane International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/16/2013 8:25:53 AM

Comment : Yesterday I flew from GEG to DFW via SLC on Delta Airlines. With multiple TSA agents in the security area the flow of passengers was congested and progress was very slow getting out into the gate. Being a healthcare professional for thirty two years after removing my shoes, watch, keys, belt, wallet, coins in my pocket, rings, eye glasses for security and being scanned I asked one of your TSA for the amount of radiation absorbed dose (rad) or radiation equivalent man (rem) I had just received. Amongst the TSA agent co-worker chatter they appeared confused and I repeated the question asking how much radiation I just received. Two agents made a Hawaiian hand motion telling me that it was radio waves. From a distance I could see that that baggage on the conveyor belts were being penetrated for contents.

Of the electro-magnetic spectrum which goes from gamma rays down to radio rays, could you please share with me what milli-amperage or kilovoltage you are using on your airport baggage scanners?. Likewise every state is governed by the department of health safety radiation safety division; why aren't TSA agents wearing radiation safety badges?.

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

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 7/16/2013 1:43:59 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 06/29/2013 11:30 PM Airline & Flight Number : AS 24 Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6)

7/16/2013 8:25:57 AM

Comment : My partner chose a pat down screening rather than going through the body scanner on this particular night. After waiting a few minutes, (b)(6) grumpily assisted my partner. (b)(6) did not grab my partner's belongings from the x-ray machine. He left them there unattended, which I believe is a violation of policy. Fortunately, I was watching to ensure none of his belongings were taken. When my partner realized (b)(6) was not brining his belongings, he smiled in disbelief. My partner is Canadian and treads lightly with the TSA out of fear of retribution. Upon seeing him smile, (b)(6) said "Oh ... you think that's funny?" I told (b)(6) that he was being rude, which he did not like. (b)(6) then proceeded to pat down my partner, and while doing so, tried to stare me down as I was watching.

TSA agents work for the public and should be held accountable, which is why I'm submitting this complaint. I believe (b)(6) needs a reminder about the operating procedures of the manual pat down as well as a course in dealing with the public. I appreciate how stressful that job may be, but that's no excuse for treating people poorly. We all have bad days and it's entirely possible (b)(6) was having a rough day himself. If he's like the many other TSA agents I have encountered, however, he views his badge as a license to treat people poorly and to intimidate. This behavior is unacceptable.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/16/2013 11:06:50 AM

Caller stated that there was a swiss army knife in a credit card format that was in her carry on luggage. They made her take it apart and the officers took the knife parts out and she is wanting to see if she can get this back.
She also had pads that she sewed on her bra strap for comfort and the officer that was giving her a patdown made a huge deal about these, calling over other officers that were males. She felt very embarrassed and didn't like that the officers wanted to cut this off of the strap.

CCR informed her:
Prohibited items left by passengers at airport security checkpoints are referred to as voluntarily abandoned property (VAP).
Under U.S. General Services Administration (GSA) regulations, an item is deemed voluntarily abandoned if it is "abandoned to a Federal agency in such a manner as to vest title thereto in the United States." The Transportation Security Administration (TSA) does not seize or confiscate personal property from passengers.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search. Passengers have the right to request a private screening and no private areas should be exposed when going through the screening.
CCR informed her that her flight information can be forwarded to the airport for assistance, but caller declined.

7/16/2013 12:52:20 PM

Caller stated that he is at SAT airport and has just cleared the TSA checkpoint at United Airlines Terminal B. He is calling as he wishes to submit a complaint regarding STSO (b)(6) sp?, badge number (b)(6) Caller stated that he was required to have a patdown screening and therefore he ask for a private screening area. The STSO allegedly stated that they do not offer private screening and became very combative and rude to the caller. (b)(6) states that the officer was very demeaning and that once he ask for a manager he was allowed to have his private screening. He said that he tried to contact the CSM by phone but did not receive an answer and is calling the TCC to see if we can further assist. The incident occurred at 1130hrs local time, today July 16th.

Apologized to caller for his experience and confirmed that passengers should always be offered a private screening during a patdown. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Advised that we would forward his information and complaint to the CSM at that airport for review and handling.

7/16/2013 3:12:12 PM

Caller:
Caller needs the phone number to the CSM at SEA. He would like to contact her about a complaint of a recent screening experience he had. He is a Nexus member. The Precheck line closed at 8 p.m. It is not very business minded to have it closed when people travel at all hours. First he had to stand in line for 30 minutes before he went through security. He set off an alarm because he is wearing a prosthetic device. They then ask him to take off shoes, belt, and take his laptop out of his carry-on He opted out of radiation generating device for a patdown. The TSO s were arrogant and poorly trained. He did get the name of a TSO (b)(6) who was just standing around doing nothing. He was indifferent about (b)(6) complaint that the Precheck line was shut down. He said, We do not care about that really.

Airline: Alaska
Date and time: 07 14 13 at 10:40 p.m.
Fight #: 103
Location: Terminal C

Response:
If any passenger who has difficulty standing may request to move to the front of any line and be accompanied by his or her traveling companions. This request may be made for any disability or medical condition that makes waiting and standing difficult, including cognitive and psychological conditions.

It is important to remember, that even if a passenger opts in for TSA Pre\u2713™ with their airline or includes their CBP trusted traveler information when booking a flight, TSA Pre\u2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

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

I told the caller he can contact the CSM at SEA, Julie Dennis, by phone at 206-214-(b)(I also gave him the event ID from the call, (b)(6)

7/16/2013 4:13:29 PM

I just received a "punitive patdown" from the folks in GTF...gates 1 and 2 checkpoint.

The agent kept grabbing my tubs and moving things in and out...completely out of line since the previous agent had commented that it looked like I really knew what I was doing.

Bitchy control freak is how I would describe her...anyway...would not stop when I requested that she do so..kept on her nasty, used gloves..etc.

Travelers have rights.

Someone ought to remind the folks in GTF of that.

(b)(6)

Name: (b)(6)
Phone # (b)(6)
Mailing Address (b)(6) Bridgewater MA, 02324
Email (b)(6)

The Air Carrier was Delta. On July 1, 2013 (about 6:47-6:50 PM), I arrive to the screening area. I knew I would set off machines as I have a knee replacement and metal in my back. I told TSA of this. I was prepared to be pulled aside and rescanned. When there is not a full body scanner I know I will be re-scanned. So I was pulled aside and told what would happen. I lifted my arms out and prepared myself for the invasive patdown. When she touched me inappropriately she said "oops sorry!" After she started to walk away I screamed at her that "she touched me and all's she could say to me was "oops, sorry?" I asked where she was going (screamed) I was then approtched and told to calm down! I screamed "are you kidding me! Calm down! I have gone thru many screenings and never have I been touched down in my private area!" I finally sat down to put my sneakers on and to get a hold of myself. My head was pounding and I was crying. A lady approached me who told me they were going to look at the tape. I told her "I waited to say 'ANYTHING' until she was done with the screening. I was in shock and because of the shock I felt I it did not register what she did to me until she started to walk away.

I called my husband, hysterical! I called my brother who just had dropped me off. I just could not believe I was touched in my private area. I still can't believe this happened to me. I do not know what else to do.

Thank you,
(b)(6)

7/16/2013 6:03:45 PM

One thing that is really bothering me is that no one has called me. They have my name and number. But no phone call. Why? After what I went thru someone should have called me.

When did this happen?
It happened approximately at 7:46 to 7:48 PM on July 1st.

Where did this happen?
Norfolk, VA ORF airport
Norfolk, VA USA

Who treated you unfairly?
She had light brown hair in ponytail. I saw her walk by me with her supervisor to go and watch tape of patdown.

Have you contacted the TSA Customer Service Manager at the airport, of any other DHS component or other federal, state, or local government agency or court about this complaint?
Yes, at airport on 7-1-13, they took all info.

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

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

7/16/2013 7:04:11 PM

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

Forwarded to TCC-referrals for appropriate action.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

7/16/2013 8:02:38 PM

From: (b)(6)
Sent: Tuesday, July 16, 2013 3:05 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

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

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Remote Client IP: (b)(6)
Date Time: 7/16/2013 3:04:53 PM

Name:

(b)(6)

Email:

I was a passenger flying out of (BDL) Hartford, CT on July 4, 2013 on Southwest Airlines. I was departing from gate B6. I entered the security area and proceeded through the scan process

with hands up over my head, I exited the scan and immediately was told I would need step aside and needed to have a "pat down" of my front chest area. Then I was told my hands would need to be swabbed. The issue I have with all this is that my carry-on and my purse, were left a good distance from me, while all the extra security measures were undertaken.

I have no issue with TSA and all enhanced security procedures. My concern is that I was taken so far away from my purse, phone, glasses, and no one monitors those items while I'm being

patted down, hands swabbed, etc. How does one deal with this situation. As a frequent flyer, I am always concerned about disputing anything TSA says. I don't believe that TSA should

7/16/2013 9:00:35 PM

have such an image, that the public is scared to ask "why" are you doing this. I believe we should be able to approach TSA members without fear of a reprimand, delay, etc.

So could you please address the issue of one having to "step aside" while leaving their belongings unattended. Thank you.

Sincerely,

(b)(6)
What happened?
Abuse of Power
On June 29, 2013 at around 11:00 PM at LAX a tsa agent by the name of (b)(6) yelled at me twice and touched me on my private part after she did this she said, " And I am not done yet". When she said this, I told her that I didn't want her to continue with the pat down or search. She said that if I wanted to travel, she had to continue with the pat down. She really made me feel uncomfortable when she rubbed my legs. I felt hopeless and I started to cry. I told her that I didn't want to travel anymore. Then she called her supervisor who was very respectful and understanding with me. This kind supervisor was able to see that (b)(6) was being rude with me and he sent her to another area and called another female tsa agent who did the pat down and I didn't have a problem with her because she did the pat down right. She was respectful and didn't touch me inappropriately. I believe (b)(6) was mad at me because I opted out of the Xray machine, and she had to do more work by doing the pat down. I don't like to go in the xray machine because I don't want to be seen nude and to be expose to radiation. I really don't understand why everytime I travel, I am asked to get in the Xray machine. Please start an investigation on (b)(6) She might have done this before.

Name (b)(6)
Phone
Address (b)(6) Pico Rivera, CA 90660

7/16/2013 9:00:49 PM

When did this happen?

June 29, 2013 at LAX at around 11:00 pm.

-----Original Message-----
From: (b)(6)
Sent: Tuesday, July 16, 2013 7:31 PM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: complaint

My name is (b)(6) and I was harrased by a tsa agent by the name of (b)(6) at LAX. see attachment with written complaint.

Caller stated she was stopped by TSA and she had to have a patdown because the alarms went off. Caller wanted to know why the alarms went off.

7/17/2013 9:28:25 AM

Advised caller if the alarms go off or if an analomy shows up on the AIT machine she could be subject to a patdown because TSA has to resolve the alarms or analomies. Advised caller for security purposes TSA isnt going to difulge any information to passengers that way other passengers that want to do harm wouldnt find out the information on how to get through the checkpoint.

7/17/2013 9:58:03 AM

Hello.

My daughter travels from Maryland to Florida fairly often, and always uses BWI Airport, and Tampa International Airport. She has never had any issues with security or anything else for that matter, until her last flight out of BWI last month.

She flew out of BWI to Tampa on Sunday, June 16, 2013 at 8:30 am on Southwest flight 3041.

She is Type 1 diabetic, and uses an Animas insulin pump. This is the first time she has flown with the pump, however we talked to Animas, her doctor and we did our own research and we knew that she could not go through the full body scan at security. She told two agents that she was wearing an insulin pump and could not go through the scan, and both of them told her it was fine to go through, that people with pumps go through all the time without any problems. They didn't give her the option of the hand scan or the pat down. My 19 year old daughter being told by two large male security agents that she had to go through, of course she listened. She immediately textd me when she was through security and told me that they said everything was fine.
Her mom and I were waiting to leave the airport until she boarded the plane, and when we saw her being put through the full body scan, I immediately spoke to a female agent and voiced my concerns. She asked if I wanted to speak with the supervisor and I said yes.

An older man came over to talk with us, I wish I would have got his name, but unfortunately I didn't. I would recognize him in a heartbeat though. My wife began telling him what had happened, and he told her to calm down. Okay, I do understand that he was trying to make sure the situation didn't escalate. He told my wife and I that people with pumps go through all the time, that there is nothing in the machines that can mess up the pumps. He even went so far as to point out that if the machines were bad for you, the agents would be green from working next to them all day long. He eased our minds slightly, so my wife and I went and sat down and waited until our daughters plane took off.

Fast forward to now.

Turns out she was NOT suppose to go through the full body scan. Her pump has been malfunctioning, giving her inconsistencies with her blood glucose numbers, giving her wrong amounts of insulin and putting her life at risk. I am beyond livid. She was diagnosed with Type 1 in December after being hospitalized for a week with diabetic ketoacidosis. She almost in a coma and almost died. We are extremely careful with her medical needs, as any parent would be. This situation is inexcusable. And it isn't as if we were asking for special treatment, or for them to go above and beyond. When my daughter flew home, the agent at Tampa international was wonderful. That agent did everything as she should have (hand scan/inspection/pat down) without my daughter even asking. As a matter of fact, my daughter was telling her about BWI security, and she (the agent) even voiced concern over my daughters insulin pump working properly after being put through the full body scan.

Basically, I am writing because I am extremely upset and concerned about the procedures at BWI when it comes to a person's medical issues. As I said, she has flown many times, some before her diagnoses, some after when she was self injecting, all without incident. This was her first time flying with the pump and they basically blew her off. Over $7,000 pump ruined. Magnets inside messed up so badly that it could have boiled her insulin rendering it useless. Even much more important than the cost of the pump, which (b)(6) is replacing free of charge by the way, is the fact that it could have made her extremely sick. Hopefully she has no lasting issues from all the episodes of hypoglycemia she's had recently. Thank God she didn't end back up at the hospital.

Thank you for your time. I just don't want something like this to happen to my daughter again, or anyone else either.

(b)(6)

7/17/2013 10:21:44 AM

Caller flew from Dallas Love Field to Houston to Jackson on Tuesday. Caller had a patdown and she had some coins in her purse. Caller said her purse was screened by a TSO and the TSO picked up her purse while she was having the patdown. Caller said she had to go over to the TSO after her patdown was completed. Caller said the TSO told her he was going to screen her purse and she watched the TSO screen her purse, but it was out of her sight while she was having the patdown. Caller said she is now missing $20 from the purse. Caller said she is not accusing the TSO, she just does not have an explanation for the missing money.

Airport Dallas Love Field
Airline Southwest
Flight numbers Caller does not remember the flight from Love Field to Houston but took flight 305 to Jackson.
Date and time of incident 7 15 2013 4:30 pm
Baggage tag number N a
Description of bag, color, style, size, brand - black handbag with shades of yellow on it, yellow and black on the side, medium size purse
NOI with Writing
Terminal or Gate Caller does not remember
Contact information (b)(6) home (b)(6) cell phone

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the

Caller flew from Kansas City to Indianapolis a week or two ago. The TSO broke one of the handles on his carry-on bag. He said that the TSO filled out a claim form for him. The TSO took pictures and got all of his information. He told him he would submit it for a refund. He wanted to check the status of his claim. Caller said that he also wants to say that he thinks the pat down is a bit excessive. He did not have a specific pat down incident that he wanted to report. He said that his comment is general.

7/17/2013 11:26:24 AM

I gave the following information: At the direction of Congress, TSA established a program at some airports using private contractors instead of Federal security officers. These airports, although regulated by TSA, are not staffed by a Federal workforce. Claims for lost or damaged property that may have been made at those airports must be made directly to the contract company. To address your concerns, you should contact that airport's contract screening company by the links provided on our Web site at http: www.tsa.gov stakeholders frequently-asked-questions-2.

TSA encourages private contract companies to evaluate all claims and requests for reconsideration fully. However, TSA does not have any authority over the adjudication of claims made to the contractor.

Under the Federal Tort Claims Act, the Government has no authority to compensate claimants for the acts or omissions of its contractors. If you feel that you are not being treated fairly by the contracting company, you may proceed directly against the company.

I told him that I made note of his comment about the pat downs and I would log his record as a complaint.
The caller said he has not flown in a long time. The caller said he flew to from Dallas Texas to TPA and his lock on his new checked bag was cut. The caller wanted to know if it is written at the airport that TSA is allowed to cut his lock and go through his bag. The caller said his wife also had to under-go a pat-down and have her cpap removed from her bag. The caller said her portable oxygen concentrator had to x-rayed also.

I told the caller TSA is required to screen all baggage. I told the caller TSA are supposed to have a passkey to be able to open the baggage. I told the caller if TSA does not have a pass key they will cut the lock. I told the caller I do not have information on how the airport is set up. I told the caller I can e-mail him information about TSA rules on locks. I told the caller TSA is required by law to screen all baggage. I told the caller if a bag is x-rayed and an anomoly appears the bag would have to be opened. The caller wanted to know if he can speak to someone else because I did not satisfy his inquiry. I offered to send the caller a claim form but the caller declined.

7/17/2013 5:25:26 PM

Preston took over the call:
Caller stated that he flew from Dallas to TPA and his lock was cut off of his bag. Caller wanted to voice a complaint that his bag was inspected and he did not know that checked baggage was inspected. Caller stated that his lock was cut off of his baggage. Callers wife was upset because she was subjected to a patdown after she set off an alarm and the zipper was ripped off of her bag. Caller did not have a NOI inside of her luggage. Caller stated that their flight was delayed and they had to change planes and she was upset about that as well.

Advised caller that all baggage must be screened before it is allowed to be placed on the plane. Advised caller that if the lock is not a TSA approved lock then it would have had to be cut off to perform the inspection. Advised caller that if she set off an alarm the officers would have to clear her through secondary screening before she is allowed to board the plane. Advised caller that if TSA had inspected her checked bag she would have had a NOI from TSA and since she did not, she would need to contact the airline since the baggage handlers are responsible for loading baggage on the plane. Advised caller that any complaints about their flights would need to be directed to the airline.
A TSA security person broke the zipper on my handbag while she was looking in my purse prior to an individual pat down. I did not realize it was damaged until I was at the departure gate. Because I have a boot on my ankle I could not make it back to security. How can I get recompense for the repair to this $160 bag which is no longer made.

7/17/2013 6:09:42 PM

(b)(6)

(b)(6) Sent from my iPhone

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

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Remote Client IP: (b)(6)
Date Time: 7/17/2013 8:00:31 PM

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

7/17/2013 9:09:54 PM

Louis Armstrong International Airport (MSY)
Gate C9

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

-----Original Message-----
From (b)(6)
Sent: Wednesday, July 17, 2013 7:35 PM
To: TSAExternalCompliance
Cc (b)(6)
Subject: Filing a Complaint for Discrimination

To whom it may concern:

I have been unlawfully discriminated against by two of your employees. This incident occurred at the Dulles Airport Security Check Point in Virginia.

7/17/2013 9:09:59 PM

I was flying to Turkey by Turkish Airlines. After finishing my check-in procedure with the airline, I used the stairs behind the check-in counter to go downstairs to finalize my security clearance with TSA. When I reached downstairs, I was greeted by a Home Land Security officer and after scanning my password he told me to proceed to the TSA's check point. When I got close to the full-body scanner, I immediately stopped and told the TSA officer that I was pregnant and my doctor did not want me to go through the full-body scanners. I did present my doctor's official letter about my medical condition and asked for a pat-down. There were two male and one female TSA employee at check point #23 that I was dealing with. The female agent told the others that I was pregnant but one of the male agent (I assume he was the supervisor) insisted without even thinking about my medical condition. Him and other male employee of yours mentally forced me to go through the "full-body" X-Ray Scanners. I have started to cry and asked for a pat-down again. But unfortunately, they did not care an treated me like a piece of dirt...

I am 16 weeks pregnant with our first child. This is my sixth pregnancy and I had five miscarriages in the past. Due to my high risk pregnancy, my doctor did not want me to go through your full body scanners at all. These scanners are fairly new and there is not enough tests about the effects to the fetus. I am a permanent resident of this free country and I believe that have some rights too. If you think these machines are safe, you should have a disclosure about the safety. But, if you think they are not safe at all, you also should be disclosing this information to the public, especially to the pregnant woman and offer pat-down. I am very disturbed about this discrimination and will be holding you responsible for any defects that may occur.

I am kindly asking you to research this unacceptable treatment and come up with a better solution for people with special needs. I will be escalating this discrimination and file a complaint with my congressman as well as with the Office of the President of the United States of America.

Necessary information for your investigation:

Passenger Name (b)(6)
Date of incident: 07/16/2013
Time: approximately 9:35 pm
Was trying to go to gate B

TSA Contact Center:

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

Sincerely,

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

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

7/17/2013 10:11:07 PM

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

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

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Caller traveled on 6 17 2013 from MIA to La Habana, Cuba from gate E6. Caller states that he was treated with disrespect when he went through the checkpoint. The TSO treated him with rudeness during a paldown. Calles said they gave him a hard time unnecessarily because he was trying to hold his pants. They told him he was hiding something and grabbed his behind.

I advised the caller

7/18/2013 8:30:54 AM

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.

7/18/2013 12:16:36 PM

I am a 70 year old woman and a very frequent traveller and I have a favorite shirt I like to wear when I fly. It has a metal thread woven in it that lights up the scan. I always get a brief pat down all over the shirt area. But today in the Pensicola International Airport at approximately 9:50AM I received an invasive pat down by a Manish woman with very short light brown hair husky & about 5'7". She patted into my crotch area and all over my butt and legs. There was nothing on the scan to indicate this type of pat down. I truly felt violated. I reportedly asked why she needed to pat areas that were not lit up on the scan. She said nothing but continued to grope. I always cooperate and feel safe with all you do but this felt very invasive. Please watch this woman she maybe over stepping her bounds. Thank you- (b)(6)
Sent from Yahoo! Mail on Android

Caller wants to file a complaint. He stated he was inappropriately patted down. He was in a wheelchair because right now he is on crutches. The officer went from the back to the front from his spine to his belly button and checked his waistline. His left foot is messed up due to a spider bite he sustained in Canada and that is why he is on the crutches.
The Officer put his hand inside his pants and was touching his QUOTE: nut sack and balls. END QUOTE. (he repeated that several times) He stated the Officer did this 3 separate times.
He has his name on a paper but it is not legible because the supervisor wrote it this way on purpose.. He thinks the Supervisor of first shift is Officer (b)(6).
The Officer who did the patdown is (b)(6).

I repeated back to him what I have in my notes. When I got to the one line about his body parts I made a notation verbally that is his words, not mine.

CSM Referral Information:
Airport: LaGuardia

7/18/2013 12:49:29 PM Airline: Delta

Flight #:6266 (departing LaGuardia for RDU)

Date: 7-17-13

Time: 10:15 to 10:20 AM

Specific location - Terminal or Gate: Terminal D

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

Thanked him for the information and told him we will send to the CSM at LaGuardia.
Caller is communicating through a Sign Language Interpreter.

Caller wants to file a complaint against Sky Harbor airline.

Something happened at the PHX airport?

Yes.

Caller was visiting there (PHX) from SLC. Before leaving SLC, she had to get her license exchanged, and she went to the DMV. In Utah, they will give you a paper license until the real license comes. They went through screening in SLC and there was no problem. They took the paper license for ID. At Sky Harbor, caller showed the ID and they were told that it could not be accepted. Caller was told that they couldn t use the paper ID. She was patted down.

Do they believe that they were discriminated against because of their disability?

7/18/2013 4:41:38 PM No.

What s wrong with the paper ID? They showed additional ID. They didn t have the right to do that. The baby was crying and she was crying.

So, the screeners allowed her to proceed through the checkpoint after showing additional ID.

I advised that the screeners at SLC were allowed to take the paper ID and the screeners at PHX were allowed to ask for additional ID. The pat-down administered at the checkpoint in PHX was also part of the procedure. There is nothing in the complaint as related that indicates that any of the screeners did anything that was not according to TSA policy. However, I will send the information to the CSM at PHX for review.

What good will that do?

If we don t send any information at all, then no good will be done.

Caller thanked me for my time and I closed the call.

7/18/2013 9:05:52 PM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 7/18/2013 8:14:56 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I was on my way to NY (flying from Caracas, Venezuela) by traveling with DELTA AIRLINES. I had to stop in Atlanta. I was cleared by Immigration and Customs at the airport. To continue my journey I needed to be rechecked by TSA for boarding a plane to NY. So far so good. I got thru your scanning system and then an TSA Agent walked up to me and patted me down. He questioned about what was in my pocket, I responded: My money (only bills), he ordered me to take it out, I obeyed and took it out and showed him that it was only money. He took it and continued to pat my back while he grabbed my money. I tried to look back and had an eye on my money and the agent seemed to disturbed by my checking on him and my money and told me: EASY GUY, GEEZZZ YOU THINK I WILL RUN AWAY WITH YOUR MONEY? I just told him I was checking on my belongings. He instructed me to remove my wallet too. The TSA agent took my wallet and money and handed my stuff to another agent who asked me to extend my hand to him to rub a sort of paper over my fingerprints and put that paper in a machine. I was cleared from that point on and he handed my money and wallet back to me, so that to continue my trip. This is the first time I experienced such a procedure, and I am not agree that another person takes my money and hold it and try to move away from sight checking other stuffs. I could have lost some money either by stealing or slipping away a bill or 2 in that procedures and of course, TSA will be no responsible for my lost.

My question is: TSA Agent has the right to take my money and walk around with it as it were any other non-value object?
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/18/2013 9:35:41 PM

Caller wanted to know why she has to go through a pat down if she opts out of the AIT. Caller wants to do the metal detector only. Caller has health concerns as a breast cancer survivor. Caller also wanted to know why TSA does not have TSA Pre at the El Paso airport. Caller also wanted to know if she could carry on yogurt in a 3 ounce container.

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

Yogurt in a 3 ounce container can be placed in your 3-1-1 bag.
Callers daughter is 16 years old TX to FL and traveled back by herself. She was made to go through he body scanner and a full body patdown. Is this normal for screening? Caller had concerns for her daughter and the screening.

7/19/2013 9:39:06 AM

Told caller
All passengers are goning to be screened reguardless of the age. When a passenger goes through the AIT for screening and theres an alarm they will give a patdown to clear any alarm.
There could be all kinds of things that may or may not cause an alarm.

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.

Anytime they wanted to they can opt out of the AIT screening and ask for a patdown.

The patdown should have been by a female officer, the caller said it was.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 7/19/2013 10:55:59 AM

7/19/2013 12:02:26 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Baltimore washington airport, gate check for a and b gates. I had a very inppropriate and unecessarily rude interaction with officer (b)(6) around 10:15 this morning. I am a frequent traveller and have never had an issue with a tsa officer before. I am pregnant so I optout of the radiowave scanner. Perhaps this extra cautious but everything about pregnancy is extra cautious. Opting out is a right. When is was waiting for the pat down I could not see my purse. I shifted over two steps to see the purse. There was no one else standing there and he stated "move over you messing up the whole flow of this line." I asked if I could stand over to the other side and he stated "you chose to opt out, stand over there and try to see your bag from there" which I could not. I felt from the moment I asked for the opt out he displayed poor social skills and acted as if I was crazy or a criminal. This is not my first time opting out and it has never been a hostile experience for me before. I think officer mccabe could use some remediaton on customer service and listening to customers. For example when I asked if I could watch the bag he stated that he could not watch the bag. I looked at his badge prior to walking through and he made sure to come over and tell me his full name after the pat down in a very angry voice. Perhaps another consideration would be finding somewhere for people waiting for a pat down to stand so that they can see there belongings. Thank you for considering this issue; it was unnecesary and upseting.
Comments:See above

Caller flew to Stewart Newburg from RSW. She says that her property was damaged by a TSA agent at Fort Myers Southwest Florida airport. Caller states that the items were in a carry-on. She says that she is 3 months pregnant and opted out of the AIT. Caller says that a female TSO in her 50s of normal height and somewhat more than normal weight screened her. She says that she brought a light purse with her phone, Nintendo 3DS and flight papers in it. She says that she put her purse and shoes in a bin and placed her bag next to the purse on the conveyor. She states that there were only 3 people in line. During her patdown, the TSO picked up her heavy red carry-on bag from the conveyor belt and threw it on top of her purse, crushing her items. Caller says that she requested to adjust this, but was told to stand there or else. Caller says that she went through around 5:20 am.

7/19/2013 4:27:47 PM

Advised caller:
TSA regrets that you found items missing and or damaged from your carry-on luggage.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

Flight information:
Flight Path: Fort Myers to Philadelphia to Newburg (Stewart)
Flight date time: 7 19 6:00 am
Flight #: 1932
Airline: US Airlines
Airport: Southwest Florida
Gate Terminal: D1
Witnesses: no others
Email: (b)(6)

7/20/2013 9:05:07 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 7/20/2013 12:05:00 AM Airport : BOS - Logan International Date/Time of Travel : 06/23/2013 10:00 AM Airline & Flight Number : United 1581 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) (b)(6) sp) Comment : On July 4, I sent you a complaint about the way I was treated when I opted for the patdown. I choose this because I have had cancer. On July 5, I received the following response from you:

Thank you for your e-mail regarding your recent travel experience.

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

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

To date, I have heard nothing else from you. I don't appreciate being hassled when I go through the screening process. I always try to follow all of your rules. In this case, your employee didn't follow your rules. Specifically, I was not allowed to keep my possessions in sight at all times.
Would you like a response? : True
Passenger's Name : (b)(6) Phone Number : (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/20/2013 12:54:52 PM

I went through the back scatter machine today and still was patted down on my leg in an overly aggressive manner. I travel a lot and this is the first time the screener bumped a private body area. If you are so confident of your new technology, why are pat downs still necessary? You should emphasize decency with your screeners.

Sent from my iPhone

7/20/2013 12:54:56 PM

Dear Sir/Madame

I just returned from Reagan National Airport where I observed my 20 year old son go through the check point. He advised the person at the radiation center that he wanted a "pat down" and did not want to go through the radiation section. The person asked him to step aside and left him unattended for 5 to 10 min without concern for his need at which time my son was forced to go through the radiation section due to being late for his flight.

I find this unacceptable and disrespectful to the human person. You seem to just want to do your job with no concern for the respect of the individual.

What a sad world we live in!

Sincerely,

(b)(6)

To Whom it may concern:

I am writing you to express my concern of TSA at Las Vegas airport. My husband and I arrived at the airport to return home on Wednesday, July 17, 2013. We arrive 2.5 hours early for our flight. When we got to security, there was a line, this did not surprise us because there is always a line in Las Vegas. Gate D and Gate C only had one individual checking identification cards. This slowed the line to a 30 min wait, we asked the supervisor if there was anyone that could help get the line moving and his comment was "Blame it on sequestration and write your congressman". I was amazed that this was his solution. I am a manager at a hospital and I would never allow my staff to blame being behind on our schedule on the government or administration.

Once we completed security including the body scanner and rode the tram to our gate, we saw three TSA agents walking through the terminal. One was texting on her phone, the other was talking with his co-worker complaining about his boss. This was not professional. If they were not on duty they still represent TSA while in their uniforms. At no time should an employee be allowed to text while on the job.

While waiting at the gate to board our plane, the gate agent announced that everyone needed to take out their ID for screening by TSA, didn't we just go through screening at security? Two new TSA employees showed up at the gate looked at all of the passengers and then just walked away, shoudn't they have been at security checking in passengers? The gate agent announced that we did not need our ID anymore. What is going on with Las Vegas airport? I have traveled to LAX, Chicago, Detroit, Atlanta, Ft. Meyers, NY, Miami and Boston and have never had TSA screen again at the gate. These are large airports that get passengers on and off planes quickly without additional security or subject to additional pat downs at the gate.

7/20/2013 3:07:31 PM

Last year I was singled out at the gate for a pat down in front of at least 300 passengers, this was humiliating. I received an apology from the TSA supervisor and accepted the apology and moved on from the incident. Now when ever we travel to Las Vegas (average 2 times a year), I am very anxious at the airport. I continue to have anxiety when I see the TSA agents at the gate that I am going to board my plane to go home. On this trip my husband warned me to get ready for a possible pat down. I was not sure what my reaction would be if I had to go through this again. I was a victim of sexual assault when I was much younger so I do not tolerate strangers touching me. The last pat down had me in tears and I almost had a panic attack.

I wish someone could explain to me why TSA policy is so different in Las Vegas than any other airport across the United States. This experience makes me not want to visit Las Vegas.

Sincerely,

(b)(6)

Dear Madam/Sir

I am a turbaned Sikh passenger who is a frequent flyer – I also have clearance through the Pre Check GOES program

This incident happened at around 16:00 at McCarran International Airport

Time: 16:00

Date: 19 Jul 2013

7/20/2013 5:12:08 PM

Flight: Southwest 176

Checkpoint: C

I went through the AIT screening machine and Officer (b)(6) said that "my headwear had alarmed and that he would pat it down" he did not heed my reply that I was allowed a self-pat down

He then went to officer (b)(6) who came over and said that "Because my headwear had alarmed – I would have to remove it and get it checked"

I mentioned to them that I fly frequently and that my headwear always shows up as an anomaly and that it is a hand wand and wand and self pat down procedure to clear it – he refused to listen to me citing "SOP"

Caller refused to provide his name or contact number.

7/20/2013 5:24:37 PM

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

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

He then indicated that he wanted to speak with his lawyer before he provided anymore information and hung up the phone.

7/21/2013 9:53:45 AM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 7/21/2013 2:00:24 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello

I was an exchange student in the US in 2003-2004 and have an arrest record for 2003 (minor misdemeanor - shoplifting offence). The case was dismissed as there was no evidence that the offence was committed. As my finger prints are on record, every time I fly into the US I am subject to extended screening in the back room. However, as my records have been numerously checked out by TSA staff on arrival and appropriate notes have been made on the system I suppose, Immigration staff hand me my passport over before I even get to the counter and tell me I am free to go (after having waiting 3-4 hours at a time). I was hoping to get this rectified as I present no risk to the safety and security of the United States and have no criminal record of any sort in any country. I am a UK citizen working in Banking and am planning to travel to the US for work with colleagues in the nearest future. For obvious reasons, I would very much like to avoid the embarrassment of being taken away to the "special waiting room" in front of my senior colleagues. Can I register for PSE and get my fingerprints removed from the TSA system in order to ease travel into the US? Can I potentially register for TSA Pre? I am of course happy to provide any papers/evidence required to assist with this query.

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

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 7/21/2013 10:24:05 AM

7/21/2013 11:06:36 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):Sunday July 14, 2013
United Flight 3762 departing Chicago O'Hare 1:22
Gate C1 (not sure about this detail)
Comments:My family and I (total of 4 people) were in the Security Checkpoint line at O'Hare airport at 12:20 pm on Sunday July 14. We were trying to get to our gate by 1 pm so that we could be at the gate 20 minutes before our flight time. We stood in line with hundreds of other people for 30 minutes and the line barely moved during that time. There was only one person checking ID's for a huge line of people. At 12:50 we were starting to panic about missing our flight and flagged down a TSA employee who was walking by to see if there was a way to expedite our processing so we would make our flight. He informed us that the next Security Checkpoint (#3) was completely empty and stated that "he didn't know why all the passengers were being routed to this Security Checkpoint, the next one was completely empty." At this point we RAN to the next Security Checkpoint and it was indeed completely empty. Not one passenger in line. With all the TSA employees standing around at the airport, at least one should have had the consideration to inform the passengers waiting in line and the security people waving everyone towards Checkpoint #2 that people could get through the next checkpoint much more quickly. I got to the Checkpoint #3 before my family, and was patted down though my belt & shoes were off and I was complying with all the rules. I ran ahead to the gate to try to get the airline to keep the gate open for my family. The other three members of my family were all patted down as well. Really? All 4 members of my family? (two of whom are minors by the way). It seemed that the TSA employees at Checkpoint #3 didn't have enough to do. This 100% patdown of my family was extremely exasperating as my family was in danger of missing our flight due to TSA incompetence and now was being subjected to further delay for no apparent reason. We did make our flight, thanks to the grace and consideration of the gate agent. But, we were the last four people to board by far and we could well have missed our flight because of wasting 30 minutes in a line that wasn't moving, due to poor flow management and lack of attention by the ORD TSA.

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

Advised Caller:

7/21/2013 11:36:35 AM

Screening shoes by x-ray is an effective method of identifying any type of anomalies, including explosives. TSA is sensitive to concerns over the issue of sanitation in the screening locations. TSA's Office of Occupational Safety, Health, and Environment reviewed our procedures for screening the footwear of passengers at TSA checkpoints, and they determined there was no need for additional sanitary procedures beyond those already in place. Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines.

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

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

I have a complaint about extremely poor customer assistance and public relations and perhaps racial prejudice exhibited by (b)(6) a black female screening officer at DCA airport on duty of 1230 pm at screening area for gates 1-34 as I was preparing to board USAirways flite 3443 from DCA to LIT. I am a frequent traveler and am accustomed to being patted down because of a metal hip implant.

When the screening gate buzzed I told officer (b)(6) that the buzz was because I have a metal hip and she told me to step back and called for female assist. When the pat down officer arrived, officer (b)(6) opened the gate partially and simultaneously asked if I had on a belt or anything in my pockets. I replied "no, I told you I have a metal hip". She then shut the gate refusing to let me through and said "I don't need this shit, I've been working all day and don't need that attitude". She processed another dozen passengers with the pat down officer , (b)(6) standing there waiting to process me but being prevented by Officer (b)(6) who now had her back to me as if to ignore that i existed or needed to be processed. Finally officer (b)(6) asked officer (b)(6) if she wanted a supervisor and she replied "no, I just didn't need that attitude" and let through another 5 or 6 passenger, obviously " disciplining" me by not letting me proceed. I then asked Officer (b)(6) the pat down officer, to call a supervisor, which she did . The supervisor let me through the gate immediately upon hearing officer (b)(6) story.

There was no reason for her behavior other than I believe she was punishing a white women who didn't defer to her. I had not raised my voice nor said anything other than what is recorded above, and when the supervisor arrived I did not argue but said I merely wanted to get through with the pat down and get to my plane.

7/21/2013 3:17:41 PM

I believe Officer (b)(6) needs training in public relations in order to change her attitude about the public and her job. TSA employees like her give the Public a bad opinion of the agency. Having retired as a Senior Executive with DOD, and being 2doors from the pentagon crash site on 9/11 and participating in the planning for the War on Terrorism, I appreciate the job TSA does for our security, but I do not appreciate being harassed by your employees like Officer (b)(6)

Respectfully
(b)(6)

Sent from my iPad

Hello.

Last night, my husband and I were at Sky Harbor (Phoenix) to meet our 9-year-old granddaughter's plane coming in from Florida—this was approximately 8:30 p.m. last night. This was her first experience flying alone. I have an artificial hip so I always alert the TSA agents regarding my condition. Last night, at D gate, I was told that the scanners had been shut down for the night and that I would need to have a pat-down. I said that was fine.

Having a pat-down is never fun but I fly quite often and am used to it. It can be a neutral experience or it can be a bad one, depending on the personality and actions of the agent(s). For some reason, last night I was subjected to two pat-downs, even though I had no metal on my person (I deliberately do not wear anything that might slow things down ...i.e., I wear a sports bra, etc.). The agents was, I would say, far from pleasant. There were two female agents involved in this scenario.

7/21/2013 7:09:41 PM

Then one of the agents decided to test my purse. My purse (which has traveled all over the world with no problems) was then given another test to check for dangerous substances. It failed twice and I was told I had to wait until a supervisor arrived. By this point in time, our granddaughter had arrived and my husband was there to greet her. They were then waiting for me. One of the agents went through every item in my purse and then accused me of having an "attitude". I felt that I had been very cooperative but was astounded at this treatment, especially since: a) I was not getting on a plane, only meeting a plane; and b) I am a 62-year old grandmother with an artificial hip.

When the "supervisor" arrived, she looked at the results and let me continue on immediately. The irony is that at that point, I was not even proceeding to a gate as my husband and granddaughter we waiting for me outside of security, in baggage claim.

I am originally from New Jersey and lived and worked in New York City. I am totally on your side regarding our security and the measures that need to be taken to prevent terrorism. However, last night I feel that I was subjected to needless unpleasantness. So, that is why I am writing this email.

Best regards,

(b)(6)

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

7/22/2013 9:21:43 AM

I gave the following information: TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline number designed to assist travelers with disabilities and medical conditions.

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

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

From: (b)(6)
Sent: Sunday, July 21, 2013 9:24 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP: (b)(6)
Date Time: 7/21/2013 9:24:17 PM

7/22/2013 10:16:00 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

What is the status?

Comments:

I got 2 calls from the TSA ombudsman, one about my complaint about the horrible way I was treated at SMF on June 13, 2013 and one to tell me that the legislative unit had received inquiries from (b)(6), (b)(6) and (b)(6). I

-----Original Message-----
From: (b)(6)
Sent: Sunday, July 21, 2013 8:36 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from Brianna Marie Upton

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Los Angeles CA 90034

7/22/2013 12:31:59 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?
The Eastern Iowa Airport

Name (b)(6)

Phone #: Cell: (b)(6)

Mailing Address (b)(6) Rochester NY 14606

Email (b)(6)

What happened?:

My son and I recently went on vacation. When going thru airport security, we were both asked

7/22/2013 2:26:06 PM

to go thru an additional pat-down at the security check point. The agents were extremely

polite. They all seemed genuinely concerned with my comfort level. My complaint is with my

son. He is only 16 years old, and I was not asked nor informed he was being pulled aside for a

pat-down . While I never lost sight of him, the agents were perturbed that I was constantly

looking over and checking up on him. When I finally told them Hey, he s a 16 year old kid ,

they were extremely apologetic.

My complaint is that you shouldn t being pulling aside children without their parents knowledge

(or approval). My son later told me he was terrified and felt pressured into complying. He was

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/22/2013 2:37:58 PM Airport : DEN - Denver International Date/Time of Travel : 07/22/2013 1:15 PM Airline & Flight Number : DL1916 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
7/22/2013 4:25:29 PM
Comment : Violated by tsa agent during pat down even though I was precheck. And of course nothing was found and no reason given. What is the point of precheck?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/22/2013 9:32:08 PM Airport : SFO - San Francisco International Date/Time of Travel : 07/22/2013 5:15 PM Airline & Flight Number : British Airways 286 Checkpoint/Area of Airport : International Terminal, A Gates, Checkpoint Lane 3 TSA Employee: (If Known) (b)(6) (b)(6 Comment : July 22nd, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against CAS Screener (b)(6) (Badge No (b)(6) who was disrespectful to my personal property during the screening process.

At approximately 5:15 pm PDT on July 22, 2013, I entered Security Checkpoint Lane 3 of the A Gates at the International Terminal of San Francisco Airport (SFO) on the way to my flight, British Airways 286 to London. I opted out of the body scanner and, after waiting for 15 minutes, was escorted to the pat down screening area by Screener (b)(6) (Badge No (b)(6)

7/22/2013 10:11:30 PM

When I requested a private screening from (b)(6) he requested help from (b)(6) to carry my personal property to the private screening room. Unable to carry my property with two hands, (b)(6) took my briefcase and threw it on top of the bin containing my laptop and mobile telephone. He was completely unconcerned that the weight of the briefcase might damage my electronics. I had to instruct (b)(6) to remove my laptop and phone from underneath the briefcase before proceeding to the private screening area.

(b)(6) should have been more respectful of my property. If unable to carry my property on his own without stacking it, he should have asked for help from another screener, or made two trips.

I request a written response to this complaint.

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 : Compliment
Categories : Professionalism; Passengers With Disabilities Current Date/Time : 7/23/2013 7:51:58 AM Airport : ABQ - Albuquerque International Sunport Date/Time of Travel : 07/23/2013 4:45 AM Airline & Flight Number : SWA 446 Checkpoint/Area of Airport : Check point TSA Employee: (If Known) :

7/23/2013 8:43:56 AM

Comment : My wife uses a walker and when she flys from Albuquerque(our home) the walker sets off an alarm. She then has to go through protracted screening and has had to have a pat down as many as 3 times on one occasion. Today the alarm went off and she complained that this is the only airport that sets off the alarm and they needed to do something about it. The female TSA agent became quite rude. She asked for the agents badge number and the agent just walked away, saying your entitled to your own opinion. Ever since my wife 2 years ago when my wife became ill she has been treated rudely approximately 50% of the time. My wife asked the agent for her identification and the agent just walked away. Since she could not get her badge # she could only describe her as a woman of African-American decent. There should be no room for rudeness in the TSA and agents should immediately give identification when asked. To not do so is an admission of guilt.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/23/2013 8:44:12 AM

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 7/23/2013 1:06:30 AM Airport : VPS - Okaloosa County Air Terminal Date/Time of Travel : 07/11/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6) and (b)(6) Comment : I arrived at the TSA checkpoint on July 11 at approximately 5:30am. There was an issue with the way US Airways had my name listed on my boarding pass, so the TSA officer asked to see multiple forms of ID. I showed her ID's in addition to my Drivers License and she allowed me to go through security. About 25 minutes later I was at the gate about to board my flight when an African American woman whose name I did not get came running towards me screaming "Maam, maam, come with me!". Of course I was very confused and concerned because if I would have gone with her the flight would have left me. She did not care about my flight but stated I "Had to go with her" but she would not tell me why. She was yelling so loudly everyone in the terminal was very concerned. A blonde lady came running towards me and informed me that because of the name issue they should have performed an additional pat down on me at the security checkpoint but because they did not she had to do one then.
This is absolutely ridiculous and absurd and the next time these TSA agents make a mistake they need to let it go. It is not my fault they screwed up and my flight should not be in jeopardy because of their errors.
I have been through airports all over the country and have never had an issue with my name the way it is in the US Airways system until this airport. It was a ridiculous incident and I feel as if I was being singled out and harassed. I would like an apology from these specific officers involved for this absurd incident.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/23/2013 8:44:15 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 7 22 2013 11:21:04 PM Airport : SEA - Seattle-Tacoma International Date Time of Travel : 07 22 2013 Airline Flight Number : 628 Checkpoint Area of Airport : checkpoint 2 TSA Employee: (If Known) :
Comment : Today while at Seatac I was pulled aside for a patdown by a security guard. This is not not the first time I have had an occasion to experience this but this time it seemed particularly invasive. I was pulled aside as my contact solution contains hydrogen peroxide and only comes in one size. Generally, it is tested and approved with no additional concerns.

Today I was pulled aside, my carryon and purse were examined, it was wiped down with some cloth and tested which was not explained to me. I was patted down twice front and back inside and outside legs , twice.

I am a 66 year retired female school teacher that travels quite often for contract work and appreciate the work the TSA is required to complete. But, today, there was no explanation of why I was completely searched and patted down. And when the security person was done, they just walked away and quot;you can go now NOT EVEN A Thank You. I was very polite and did not say a word. I have traveled at least 25 times through airports in the past 2 years. This is the first time I have been subjected to this treatment as well as the brusque treatment of the security guard Thank you for taking the time to address this concern.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

7/23/2013 10:27:13 AM

Caller is a 72 year old disabled Vietnam veteran with a defibrillator. He flew yesterday from BOS to LAS via PHL on US Airways. He can t remember his flight number but his flight departed at 11:30am. He went through screening at approximately 10:30 at the US Air terminal. The TSO s he came in contact with were a young white female, a young black male, and a middle aged man who appeared to be Hispanic.

He said he felt discriminated against based on his disability and his veteran status. He was made to take everything off but his pants and his wallet was left unattended on the conveyor belt. There was approximately 3,000 dollars in his wallet and they wouldn t let his wife hold it for him. He s never had consistency at his airports. The TSO told him he had to take his shoes off and when he told the officer he was 72 the TSO responded Well too bad, you should have been 75. He said he felt as if he was treated like a criminal and a freak in a circus while getting his pat down. He said had he not told him about his defibrillator he would have been permitted through with no problem.

I apologized and advised him because he feels discriminated against based on his disability he would need to submit his complaint in writing unless a disability prevents him from doing so. He declined and said he was not interested in filing a written complaint. I then asked him if he felt it was more of a poor customer service complaint and he said yes because of this I am forwarding his complaint to the CSM.

(I initially told him I would escalate his concerns to ODPO but when typing up my notes I realized I had given him wrong information so I called him back to clarify.)

He doesn t have an e-mail address however, he does have two cell phones. You can reach him by phone at the contact information listed above or a third alternate number at (b)(6)

7/23/2013 2:41:13 PM

So now you want me to pay $85 to be groped less (?) by your Nazi goons?????????

You know what you can do with that tactic!!!!!!!!!!

Callers 84 year old mother flew on 7 9 2013 from Lexington Bluegrass to PGD. She was allowed to leave on her shoes. She flew from PGD today at 2:25 pm and was not allowed to leave her shoes on. She told the TSO that she did not have to remove her shoes and he told her that she does at PGD. She flew on Allegiant Air and she did not have any liquid or carry-on items. She stated that all she had was a purse. She has a broken hip, a rod in her hip, and breast prosthesis. She always gets a pat down. Caller said that her mother has trouble removing her shoes and she was excited that she no longer has to remove them. She was upset when she was made to remove her shoes. Caller wanted to know why she did not have to remove her shoes at Lexington Bluegrass and she did have to remove them at PGD.

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

7/23/2013 3:04:14 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.

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.
I advised her that I would forward her record to the CSM at Charlotte County Airport for review.

Feedback Type : Request for Information
Categories : TSA Pre?™ ; Screening (AIT, Patdown) Current Date/Time : 7/23/2013 3:25:12 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/23/2013 4:29:29 PM

Comment : Guys ....my name is (b)(6) ...My DOB is (b)(6) My Global Entry number is (b)(6) The reason I am writing is that I am signed up for TSA Pre Check thru United Airlines. I am a Platinum (75,000 to 100,000 per year) Frequent Fyler. The people I regularly travel with receive the preferred screening constatntly. I seem NEVER to. What could be wrong ?? Something is not matching up in the computer systems. HELP !!!!
Would you like a response? : True
Passenger's Name (b)(6)
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 states that when she went through security screening at 12:45 Sunday at BOS. She was 21 weeks pregnant, is a nurse and her husband is a doctor. She had to wait 12-15 minutes for a patdown even though multiple female TSOs walked past her. The caller s husband asked a female TSO to do the patdown which she did and in a very thorough manner and in the process touching her vagina. She will be flying back to PA from EWR.

Advised caller:
All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your information to the Customer Service Manager (CSM) at that location.
You may request a PSS assist you for your upcoming flight.

7/23/2013 4:39:46 PM

Flight information:
Flight Path: Boston to EWR
Flight date time: 7 21 2:30 pm
Flight #: 4144
Airline: United
Airport: BOS
Gate Terminal: Terminal A
Witnesses: (b)(6)
Email: (b)(6)

Caller advised that her phone was dropped and broken at the checkpoint. She has been sent from once place to another and no one is taking responsibility.

Yesterday, she flew from DFW on Spirit, Flight 877, from Terminal E, to ATL. She got to the airport at 7:10 and checked in her bag. She had her grandson with her. They went through security together. Her grandson went through just before her. They didn t have the AIT, but she had to opt out for her defib and other issues. She requested the pat-down instead. She asked her grandson to sit and wait for her. She had to wait 6-8 minutes for someone to come and pat her down. The screener put on her gloves. She opened the gate, and placed her in front of a large fan. She complained about the fan. The screener unplugged the fan and moved it, then began the pat-down. She handed the caller her purse and shoes and told her that she could put her shoes on. The she did the ETD test, and the screener advised her that they had to do some additional screening. Caller advised that she would not be taken away from grandson and refused. Her grandson started to walk toward her upset. The screener told her that she couldn t talk to or touch her grandson. The female screener dropped her phone and broke it. Then her purse had to be re-screened. Caller advised the screeners that someone will have to reimburse her if she misses her flight. She was advised that that was not going to happen.

Caller advised that she saw someone pass by with a shillelagh, a walking stick, and she complained. Caller asked for her heart medicine out of her purse. She advised the screener that she had to have her nitroglycerin. (b)(6) the supervisor, came up and advised the screener that she would give the caller her medicine. The supervisor told her that she was supposed to have booties for her bare feet when she went through the screening procedure. The female screener took the caller s purse away the second time. The supervisor called the screener back and told her that she couldn t look at the purse out of the passenger s view. She was given paperwork by the supervisor (a complaint card) and told to complete it. Caller was the last one to board the plane. When she sat down in her seat, she opened her purse and discovered that her debit card, driver s license, her medical cards, etc., were missing in her wallet. She was allowed to get off the plane, but was advised that she would miss the flight, so she returned to the plane. Now she does not have her IDs and will have to cancel her credit cards, etc. She doesn t have her driver s license and social security card, so she is concerned about returning and going through screening again. Her next move is to contact the media if she doesn t get some response.

7/23/2013 4:51:51 PM

The supervisor at the checkpoint, (b)(6) was extremely professional. The male screener, (b)(6) needs re-training or firing.

Can she contact someone at the airport to recover her lost documents?

I explained that items left at the checkpoint are sent to lost and found at the airport.

I provided: Dallas Fort Worth International Airport, Terminal E (Traveler's Aide) - 972-973-4420.

Caller asked about what should she do about her phone.

I advised that I would send her a claim form, the filing of which will cause an investigation to occur. They will pull videotape and determine what happened. I obtained her mailing address for the purpose and performed a fulfillment.

How does she get back to Dallas without her ID?

Advised caller to bring whatever they can locate for ID purposes. If they can t find enough or what they have is not acceptable, they can complete a form, the Certification of Identity, at the checkpoint that will allow the agents to find them in public records. Once they have been located, they will be permitted to pass through the checkpoint.

Caller:
Caller flew from ONT to SFO with United Airlines yesterday. She received a patdown from a black female at terminal 2. She grabbed her butt and put a lot of pressure on her thigh s. She asked her what she was doing. The TSO could tell she was visible upset about it and was laughing about the situation. She did not get the name or badge number of the worker. She has been patted down numerous times and never had a bad experience like this. She wants an answer in writing about what action is being taken because of the TSO actions. This happened at terminal 2 between 7:15 p.m. and 7:45 p.m. Her flight departed from gate 201.

Response:

7/23/2013 6:38:22 PM

All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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

I told the caller that she contact the CSM at ONT by phone at:

Name: (b)(6)
Phone:

Caller stated that she was flying on the July 22nd, 2013 Gulfport, MS and wanted to complain because she had to go through the screening process and receive a patdown. Caller stated that she was aware that active duty military doesn t have to do certain things through screening and wanted to file a complaint since she wasn t able to go through the Precheck intended for Active Duty Military.

7/23/2013 7:43:46 PM

Advised Caller:
Active Duty Military TSA Precheck is only at Baltimore Washington International Thurgood Marshall (BWI), Charlotte Douglas International (CLT), Denver International (DEN), Hartsfield-Jackson Atlanta International (ATL), Honolulu International (HNL), Lambert-St. Louis International (STL), Ronald Reagan Washington National (DCA), Seattle-Tacoma International (SEA), Ted Stevens Anchorage (ANC) and Washington Dulles International Airport (IAD). So when she was flying through the Gulfport, MS that airport doesn t reconize PreCheck for active duty military so she would ve had to go through the normal screening process. Which was information that was on our website at tsa.gov.

Caller stated that they would just file a claim online and send it in.

From: (b)(6)
Sent: Tuesday, July 23, 2013 2:07 PM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: COMPLAINT

To Whom It May Concern:

7/23/2013 8:16:18 PM

Please see the attached complaint form regarding our client (b)(6) Please contact us at your earliest convenience regarding resolution of this matter. Your cooperation is greatly appreciated. Thank you.

Sincerely

(b)(6)

Houston, TX 77004
Office: (b)(6)
Cell:
Fax: (713) 838-2250

Callers friend flew to San Jose from Denver, Minneapolis. She says each time he stopped he was given a special search. She says he wants to know why he is pulled off to the side for personal search?

7/24/2013 9:40:06 AM

Told caller

I could not tell her why her friend was searched. I told her every person gets screened. If there was an alarm darning screening they will have to give her a patdown to clear an alarm. It could be something in his pocket, his clothes or it could be metal in the body. I could not tell her what caused her friend to get the additional screening.

Caller will be flying on August 2, 2013 from New Orleans to Salt Lake City. He wears a plastic brace with strips on it. He said that he is always pulled aside for secondary screening. He does offer to take off the brace. He said that his wife is his caregiver and he is being separated from her. He wanted to know how to get through the checkpoint as fast as possible. He said that he does have a RCN.

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

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

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

7/24/2013 10:44:25 AM

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

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

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

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

Cast and Prosthesis Imaging technology is used in some airports. Where available, this technology will also be used to inspect a cast. A companion, assistant, or family member may accompany a passenger to assist him or her during any private or

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

7/24/2013
11:31:50
AM

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

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

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

She stated it is a Rude Screener issue.

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

-----Original Message-----
From: (b)(6)
Sent: Wednesday, July 24, 2013 4:58 PM
To: Ombudsman, TSA
Subject: Question about pattern of consecutive extra security checks

TSA,

I am concerned about a pattern of additional security checks I have been subjected to during recent travel. Each of the past three times I have passed through airport security, either returning to the US or departing, I have been flagged for additional screening. Please see the below list.

This pattern does not appear to be random or coincidental. Please advise the reason for the additional screening and what I can do in order to have my name removed from whatever list is triggering it.

7/24/2013 6:24:28 PM

July 7, 2013 - Heathrow airport. While boarding a flight from Heathrow to Dulles, I was flagged for additional screening by a TSA agent at the gate. The agent interviewed me about my travel and work and then I was allowed to board the flight.

July 7, 2013 - After retrieving my luggage at Dulles following the flight from Heathrow, I was directed to the customs screening area. After waiting there for approximately 30 minutes I was allowed to enter the country. My luggage was not searched, nor was I interviewed. The agents would provide no reason for detaining me.

July 24, 2013 - I was tagged for additional screening while going through security for my flight from Dulles to Lahore, Pakistan via Doha. I was subjected to an intensive pat down and my carry-on luggage was thoroughly searched.

I am a holder of a US diplomatic passport and I am currently transitioning from PCS assignments in Pakistan (Islamabad to Lahore) where I work at the US Embassy and Consulates. My passport number is (b)(6) and the full name on the passport is (b)(6). Please advise how this matter can be resolved. I understand the need for random screening of all passport holders, but I feel that my situation is not random in any way.

I would like to state that all the personnel I have dealt with in each of these screenings were professional and efficient. I have no complaints in this area.

Thank you,

(b)(6)

7/24/2013 6:54:30 PM

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

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

Caller was at San Juan Puerto Rico fight 304 to JFK. Caller purchased the ticket and went through screening. She provided her ticket to the TSO and he called over a supervisor, they pulled her aside for additional screening in front of her daughter. A large woman said she must receive a patdown. She was not provided a reason other then there was a problem with her boarding pass. The TSO offered a private screening. The woman patted her down in front of her 7 year old daughter. Caller said because there was an issue with the boarding pass Caller stated there was SSSS on the boarding pass. Caller stated it only happened once.

Advised Caller:

7/24/2013 10:03:02 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.

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Remote Client IP: (b)(6)
Date Time: 7/24/2013 10:03:19 PM

7/25/2013 10:04:10 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 3770, CVG
Comments:When I opted out of the body scanner, the TSA agent assigned to pat me down dropped my shoes onto my laptop. I said I didn't appreciate him dropping my shoes on my laptop. He then gave me the most thorough and creepy pat-down I have ever received. I felt I needed to take a shower afterwards. He was an older man with what sounded like a Kentucky accent.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

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Remote Client IP: (b)(6)
Date Time: 7/25/2013 9:56:47 AM

7/25/2013 10:31:40 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):Us air 3365 pittsburgh
Comments:This is more of a general complaint. What kind of training do tsa agents recieve? While I am sure you will tell me about how great it is, I would love to know why from airport to airport and even screener to screener they are so inconsistent. My one child had to remove his coat and shoes while another did not. I had a small pocketknife stolen from me by a tsa agent. This same knife went through security screenings at Las Vegas, New Orleans getting to Pittsburgh and Memphis. I was told by the tsa agent that even though it had been announced in the media the change never took place. "This happens all the time." Meanwhile my 8 year old son was sent to stand by himself in the terminal. Basically, I was appalled by this security screening. And i have been groped, harassed and been detained frequently by the TSA in the past year. While I realize that flying is not a right, as an American liberty and freedom is. I feel that this was taken from me. Along with my property. It's pretty ironic that after visiting the flight 93 memorial this week those great Americans deaths have lead to what we now have. A cluster.

7/25/2013 11:27:41 AM

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

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

Sent email.

7/25/2013 11:38:40 AM

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

Advised Caller: I advised the caller that TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Advised that wands may be used at some locations but not all. Advised that I could not release information in regard to why we do or do not use one screening method versus another. Advised the caller that her coplaint would be forwarded to the CSM.
Caller just went through TSA security at MCO and the screeners at the gate tried to force her through the AIT. Caller has a defibrillator and opted-out of AIT screening and requested a patdown, due to concerns it may affect her device. Caller was flying MCO-PHL aboard US Airways #754 and was at the B terminal. She does not recall the gate but advised me it was in the 50s. Caller began to cry and the TSO s eventually patted her down. Caller is very unhappy with the manner in which she was treated and the officer s attempts to force her through the AIT machine. This incident occurred at approximately 11:30 AM this morning.

7/25/2013 12:12:36 PM

Resolution:

Advised caller AIT screening is voluntary and passengers may opt-out and receive a patdown. 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. Apologized to caller for any inconvenience.

Disability Description: Caller mom is diabetic and has an insulin pump.

Response Details: Apologized to caller about the incident and told her I could forward her information on the formal complaint process for TSA s disability branch so that we could have this addressed properly. By law we must have her complaint in writing.

Informed her that for such short notice I recommend she call the Customer Support Manager directly, and I will also send her information to the Customer Support Manager at BOS as an FYI so that they can have this for their records. I could send it to the disability branch as a request for assistance but the flight is less than a day away and I don t believe they d get it in time.

To get a hold of the Customer Support Manager directly, please call the TSA Contact Center, press option 5, and input airport code BOS, translated as 267 on a touchtone phone, and receive the number for the CSM.

7/25/2013 12:26:28 PM

Offered the email of the RFI and caller accepted.

Recommend sending to CSM and ODPO for review.

Incident Details: She has had bad experiences before but this one in Boston was particularly bad. She has been instructed by physicians she cannot go through any of the scanners with her insulin pump. The TSO s forced her to go through the body scanner with the insulin pump on, even though the physician told her not to do this. She informed them of this and they still forced her through. Also, some glass was broken on the floor around the patdown area, and she was barefoot.
She doesn t want this to happen to anyone else.

She is also flying in less than a day from now and wanted to request assistance.

7/25/2013 1:55:30 PM

Caller is traveling with her infant and said that the TSO at the Reno Tahoe airport on 07-25-2013 at 10:50 am would not allow baby food in her carry on luggage saying that baby food is not allowed at all. The same TSO at the checkpoint made her husband go through a full patdown procedure as well. They were flying on Southwest airlines flight number 565 flying to PDX. Caller is upset because she knows her baby food should have been permitted since she is traveling with her infant.

Told caller how to contact the CSM at the Reno airport and will forward the complaint to the CSM.

The caller is a victim of physical and sexual abuse. She stated that she has metal implants. She stated that for the last few years she has been driving almost a hour and a half to the nearest airport with the AIT, because Colorado Springs does not have the AIT. She stated that she would normally fly from Colorado Springs, however she had a bad experiance there about two years ago. She stated that she was subjected to a patdown, for screening and she is not comfortable with that type of sexual assault. She stated that she refused to fly and gave up her right so that she would not have to get a patdown. She staled that they made her stay in the checkpoint until the patdown was complete. She staled that she would prefer the AIT.

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

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

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

7/25/2013 2:27:20 PM

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

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

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

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

Disability Description: Caller has metal knee implants and breathing problems.

Response Details: Caller has metal knee implants and breathing problems.

Response Details: I apologized to the caller and told her 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.

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

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

7/25/2013 2:44:34 PM

She stated that this was POOR customer service.

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

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

If a passenger has metal implants, such as artificial knees, he or she should inform a Transportation Security Officer (TSO) before screening begins. I told her that it is not required that she tell them but if she has concerns about her screening then it is helpful if they know this so she can be screened appropriately.

I told her that if a patdown is required then 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. We recommend arriving 2 hours before the flight.

I told her that many airports have special lanes available for passengers with medical conditions or disabilities who have trouble standing in line. She may ask where these lanes are located when checking in with the airline or when she reaches the checkpoint. I told her that she may also ask for a PSS to assist her.

I mentioned that she may find information regarding TSA Precheck expedited screening at the tsa.gov website. The program allows you to leave on shoes, light outerwear, belts and laptops in bags.

I referred to a CSM and did not send email.

The caller took her in laws to the airport on Tuesday. She had an issue with a TSA agent at Washington Dulles airport. Her mother and father-in-law were flying on United airlines at 8:05 am on 7 23 13 departing from gate D5. The mother-in-law had just had a pacemaker two weeks prior to flying. The caller gave me an officer s name of (b)(6) She stated that her mother-in-law was not comfortable going through the AIT machine and wanted a voluntary pat down. She said that the agent argued with them rudely about a voluntary pat down. Also the TSO told her mother in law to take off her shoes even though she is over 75. Once everyone finally got through the checkpoint the agent once again argued very rudely about the caller s mother-in-law taking off her shoes. The TSO said that she never asked the mother-in-law to take her shoes off. The caller returned after helping her mother and father-in-law onto the plane. The caller asked to speak to a supervisor. The agent once again started arguing with the caller about speaking to a supervisor. The caller states that she waited 15 minutes for a supervisor. The caller is not satisfied with the response that she was given by the supervisor. She stated that she is not confident that the supervisor will follow up on the situation.

Advised caller:

Apologized for her inconvenience.

7/25/2013 3:25:55 PM

Airport: Washington Dulles
Airline: United
Flight Number: 642
Departure Arrival time: 8:05 am
Date and time of incident: 7 23 13 6:10 am
Baggage tag numbers:
Description of baggage:
Was there an NOI:
Anything written on an NOI:
Location (Terminal Gate): going to D5
All contact info obtainable:

Also I am going to send this information to a Customer Support Manager for review.

7/25/2013 3:57:28 PM

Caller was at SEA on Tuesday night taking Jetblue red eye and before she got to the airport she checked her phone and was in a wheelchair, gets to the gate and was going to charge her phone and the whole front was cracked. She had to have a patdown and unsure what happened, removed the phone from her pocket and placed in the bin going through security. Didn't see TSA hand inspect her bag, doesn't know what happened to the phone. AT and T told her it would be $169 to replace and it is a new phone.
Flight # 264, Gate # B5,
Printed a claim form from the website but doesn't want to file if she won't be reimbursed.

Response:
Advised caller how to contact the CSM at SEA and explained they have the capability to view surveillance video of the screening location to see if the item was damaged by TSA.
Disability Description: Caller is missing items from his checked baggage. Specifically, the caller is missing a small t-shirt from Cooperstown. Caller also believes that the patdown he received because of his amputee status was discriminatory. Caller speak of other times where he was wanded instead of having to go through a patdown.

7/25/2013 5:23:20 PM

Incident Details: Caller was sent an RFI and advised that his complaint will have to be in writing in order to be official. The statement about ODPO complaints was read to the caller and he said that he thought it was discriminatory.

Caller was also sent a claims form for the missing items in his luggage and explained how he can seek reimbursement.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 7/25/2013 4:56:44 PM

7/25/2013 6:01:56 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United Airlines Flight 4251 leaving ORD at 8am on 7/23/13 flying to Louisville.
Comments:My name came up for Secondary Screening. TSA employee with the last name of (b)(6) at O'Hare Airport (ORD) approached me as if he were a drill sergeant speaking in a rude and abrasive manner. His supervisor, (b)(6) approached us during the pat down as I had expressed discomfort with (b)(6) style. (b)(6) then walked away and when I asked (b)(6) for (b)(6) name, he refused to give it to me. I had to walk up to (b)(6) myself to write down his name.

Name: (b)(6)

Phone #: (b)(6)

Address: (b)(6) Chicago, IL 60661 Unit 4703

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.

7/25/2013 8:03:43 PM

I was selected for secondary screening at ORD. I was flying United Airlines on flight 4251 leaving Chicago at 8 am on 7/23/13 going to Louisville. A TSA employee with the last name of (b)(6) approached me in an abrasive and rude manner (acting as if he were a drill sergeant) to perform the pat-down. He was getting in my face and speaking in a threatening manner. His supervisor, (b)(6), approached us in the middle of the pat-down as I expressed my disapproval with (b)(6) style. (b)(6) then walked away and when I asked (b)(6) for (b)(6) name, he replied by saying "You mean the guy that was simply doing his job?" He refused to give me his name. I had to find (b)(6) and look at his badge to get his name.

I have to write and complain about the agents in Hilo, Hawaii. I have had several bad experiences there. I am a frequent interisland traveler for work. I do technical assistance for community water systems and am a ten year veteran of the Navy, having served in the Nuclear submarine program and a crew member and a power plant operator. The latest experience was that I saw the agents whispering to each other as I approached the security check point. I opted out of using the scanner and was treated very rudely again. This time the chosen screener was rude in telling me that the machine does not use radiation. The second time he told me this I started to reply that I have a background as a radiation worker and wanted a more technical explanation about the operation of the machine. He cut me off saying that he did not want a rebuttal. Then he proceeded to do the pat down. He did not listen when I told him of the sensitive areas on my body. Then when checking my groin area, he really whacked me with his hand TWICE! He was definitely doing his best to smack my testicles. The area between my testicles and anus definitely got hit firmly. If he had connected with my testicles during either hit, it was a hard enough hit that it would have dropped me on the ground. This was not funny, it was an assault and not a security check.

I request that the crew be addressed for this childish behavior and that something be done to allow frequent travelers a reduced screening on site. During my previous pass through this area we (my wife and I frequently travel together) had to wait while many other people were screened. This is a whole other story as we were told to wait until they "got to it" and there was no time line given after we had waited in line to even get to the screening area. We paid for and had a flight to catch too. This is not right that we should just have to randomly wait to get our screening. I will happily submit to a background check as I am sure that I KNOW from my former occupation and security clearance that I can still pass a check.

7/26/2013 7:57:56 AM These are the highlights of the event. I can give a more detailed description if I hear from anybody. Please, talk to these people. There should be no need for physical abuse of working travelers.

(b)(6)

(808) 214-5628 (FAX)

(b)(6)

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 7/26/2013 12:10:59 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/26/2013 7:58:36 AM Comment : I have had an arm injury since Jan. 2013. In March and then again in July when flying out of Madison WI, my arm set off the body scanner. I have not had surgery and there is no metal or anything foreign in my arm. Why is the scanner going off? I have been told repeatedly it is impossible yet it has happened to me twice. I do have tendonosis in the biceps, extensor and flexor. Also there is a split I believe in the extensor. I also have nerve problems at the elbow and a possible torn muscle toward the wrist. The "yellow boxes" highlighted my right elbow. I am curious what is triggering it.... I start my flights from Portland Oregon and the scanner does not pick it up there. 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

-----Original Message-----
From: (b)(6)
Sent: Friday, July 26, 2013 12:39 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from Edward Kretchmer

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Homstead Fl 33035

7/26/2013 10:08:40 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?
Gen. Edward Lawrence Logan International Airport

Dear TSA,

I am writing to you to express my grave concern over your new "trusted traveler" program.

I understand that you want to expedite long lines and avoid complaints and potential law suits over "groping issues," but I think this particular policy does not make sense and, and, most importantly, is wildly unsafe.

The following quotes are excerpts I read from a news article on Reuters this morning.

For a mere $85 dollars travelers "don't have to remove their shoes, jackets and belts during screening. And persons only need be stopped or checked "if they appear suspicious." "TSA Administrator John Pistole on Friday announced that all travelers will soon be able to join PreCheck – as long as they pay $85 for a five-year membership, provide identifying information, pass a background check, and undergo fingerprinting. If his estimates are accurate, the TSA will reap about $255 million from the program in 2013." "Reuters" Published time: July 22, 2013 20:25 Edited time: July 23, 2013 16:49)

I am glad that you're at least doing a background check and fingerprints – although I don't know what good that will do since terrorists don't plan on living past the flight anyway.

7/26/2013 11:59:59 AM

That aside, I have a variety of problems with this policy that I will outline to you now:

1.) This policy of relaxed security seems particularly unwise at a time when the threats to our safety are becoming greater and more complex. There are an unimaginable number of ways a person can hide drugs or weapons in their shoes/coats etc. As a traveler I am now frightened of anyone on my flight who can afford to spend $85 for a 5 year membership – which is probably everyone since that's not much money for a 5 year stretch and plane tickets are already so expensive. And how can I trust some undescribed background check, even if they are thorough (an how thorough can they be for $85? Just because someone doesn't have a record yet doesn't mean they won't commit a crime in the future. Does the TSA think the only people guilty of gun crimes are those who didn't get background checks?

2.) This program may seem immensely hypocritical to many Americans at a time when the federal government is using drones to kill American citizens suspected of terrorism and tapping our cell phones all in the name of safety But if they have $85 we can trust them on a plane without scrutiny? This sends a very confused message to the American public and quite frankly defies common sense.

7/26/2013 12:41:49 PM

Caller flew out of JFK and she did not want to go through the AIT screening so she decided to opt out. As a result of opting out, there was some confrontation and the caller ended up speaking with TSO supervior (b)(6) told the caller that she should be arrested and told the caller she hoped she never came back through JFK again. Caller said the TSO was very rude to her as a result of her opting out of AIT screening for a patdown. Caller was flying on United airlines flight number 5711. This occurred today, 07-26-2013 at 9:00 am. The caller boarding through Gate 11 to fly from JFK to IAD.

Told caller that I will forward the complaint to the CSM at the JFK airport.

Caller will travel to DC on the 23rd of August. In the past, he has had problems. He flies from GEG, Spokane. The last time, when he went through the equipment, he was told that the alarm went off and it didn t. He thinks that the screening procedure is a ruse. Caller stated that the screeners subjected him to a pat-down and made him face away from his carry-on property so that they could steal some of his documents. He wants to have someone meet him or _ghost_ him at the checkpoint to make certain that no one from TSA steals his documents again. He will pass through Spokane again on his way to DC with more documents and wants to make certain that the same thing doesn t happen again.

Did they confiscate the documents last time?

Yes.

Documents are not prohibited property, so there is no reason why they should be confiscated.

He doesn t understand how documents that can incriminate an entire organization or a business would be prohibited and thus confiscated. They don t have a right to take his documents. If his back was purposely turned to the screeners so that they could steal his documents, he wants assurance that it won t happen again.

7/26/2013 12:57:15 PM

I advised that the screeners are performing their tasks as required by law. Any person or item that goes aboard the aircraft must be screened. Did he see the screeners steal his documents?

No.

If he believes that TSA screeners stole his documents, he should file a claim. The form can be found on the TSA website. The claim will be investigated and there will be a review of the evidence to determine what happened.

Caller was adamant that the screeners took his documents and that the screening procedure was a ruse that allowed them to take key incriminating documents. He is telling us in advance that he wants to take his documents and is concerned about passing through at Spokane. He can ask for a supervisor if he has any concerns while there at the checkpoint.

Caller advised that he didn t want to do that because the Mormon Church hires the TSA at Spokane, Washington. Because the evidence he has incriminates the Mormon Church, they are stealing his documents at the checkpoint.

I advised caller to file a claim for the alleged stolen property to have the investigation performed.

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

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Remote Client IP: (b)(6)
Date Time: 7/26/2013 2:10:00 PM

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

7/26/2013 4:03:13 PM

Comments:I am writing to complain about my experience with TSA at Bush Intercontinental Airport today prior to my 1:15pm flight. As a physician it is my routine practice to opt out of full-body scanner. I am a frequent flier and understand that some wait time is expected. However, generally the TSA agents are respectful and try their best to expedite the process. This was not at all my experience today at IAH.

Shortly after I informed the gentleman TSA agent that I would like to opt out, he switched positions with (b)(6). I again waited several minutes before inquiring when there would be a female agent to assist me. (b)(6) simply brushed me off and stated that I would just have to wait. Not only was she rude but she did nothing to attempt to assist me. Eventually after notifying 2 additional agents I was finally assisted. I had to wait at least 15 minutes for a process that generally takes half the time. I understand that TSA is often short-staffed and pat downs may become a hassle and today it seemed as if I was being punished for that. It is extremely unfair for your agents to attempt to subject passengers to this type of treatment when they chose opt out. Even the shift supervisor (b)(6) had no apologies for my experience when I discussed it with her.

I hope that this agent is reprimanded for her behavior so she does not subject another passenger to this treatment. In the meantime I will be looking into PreCheck because your current screening practices for the general public have proven unacceptable.

Sincerely,

(b)(6)

Caller requested to speak to a supervisor. When asked for her name caller said she did not want to provide it at this time.

Escalation Notes:(b)(6)

7/26/2013 7:10:55 PM

Caller requested a supervisor as soon as she called in. The caller states that she had a hip replacement and she normally sets off the AIT. She went through the airport at DFW at 7:30 PM on July 25 2013 and was told that she would have to have her hair patted down. She had metal extensions in her hair. The was at the American gate 836. The TSO patted her down her hair with dirty gloves. The caller feels that the TSO did that on purpose because of her ethnicity. The caller thought she was caller DFW.

I told the caller that we have to clear all alarms and that the TSO can pat down her head. I also advised the caller that she could ask the TSO to change her gloves. When I was trying verify the airport name and phone number the line went dead.

7/27/2013 11:01:59 AM

Dear (b)(6) tsa contact,
I was traveling to Orlando to care for my elderly parent with health issues on 7/25/13 southwest flight 650. I was checking in through security at about 11:50am and tsa agent (b)(6) at check in reads my name off of my drivers license and starts making inappropriate comments. He asked "Is that your maiden or married name" ?(why is this his business?) Then he starts snickering and said " your husband must have had a fun time in high school". I think he thought he was being funny, but I felt he was being a bully and bordering on sexual harassment with his tone. I felt humiliated and angry bring treated this way. It was not a good way to start off my trip.
When I got through security baggage check, I asked a female tsa agent to tell me his name and give me some customer service contact information. Then I ended up getting an extra pat down of the empty pockets on my hips. (I had already been thru the xray and was cleared to go to the gate). I think the message from tsa is that their agents can act juvenile, and if you complain you get some extra unwanted invasion of privacy.
I think the agents need extra training on professional ways to interact with the public. They are supposed to be making us safe, not making us feel bullied or harassed. I hope (b)(6) does not repeat this behavior with others and would like him and other tsa agents to treat my family with the respect we deserve when traveling.
Sincerely,
(b)(6)

7/27/2013 1:02:39 PM

Recently, every time I go through airport TSA screening I get pulled aside and groped because, I'm told, my crotch doesn't fit your profile. Sound funny? I'm not laughing and I'm not happy about being singled out for my physical shape. People come in different shapes and sizes but you folks don't seem to understand that. There should be a better way of conducting security than asking people to step into rooms so you can run your hands all over private areas over and over and over again.

I'd like a response but please leave out the part where you're overworked, underpaid, and doing the best you can!

To clarify, this occurred at RDU in NC 7/25/23

(b)(6)

7/27/2013 1:02:47 PM

On Jul 27, 2013, at 10:37 AM, (b)(6)

> Dear (b)(6) tsa contact,
> I was traveling to Orlando to care for my elderly parent with health issues on 7/25/13 southwest flight 650. I was checking in through security at about 11:50am and tsa agent (b)(6) at check in reads my name off of my drivers license and starts making inappropriate comments. He asked "Is that your maiden or married name" ?(why is this his business?) Then he starts snickering and said " your husband must have had a fun time in high school". I think he thought he was being funny, but I felt he was being a bully and bordering on sexual harassment with his tone. I felt humiliated and angry bring treated this way. It was not a good way to start off my trip.
> When I got through security baggage check, I asked a female tsa agent to tell me his name and give me some customer service contact information. Then I ended up getting an extra pat down of the empty pockets on my hips. (I had already been thru the xray and was cleared to go to the gate). I think the message from tsa is that their agents can act juvenile, and if you complain you get some extra unwanted invasion of privacy.
> I think the agents need extra training on professional ways to interact with the public. They are supposed to be making us safe, not making us feel bullied or harassed. I hope (b)(6) does not repeat this behavior with others and would like him and other tsa agents to treat my family with the respect we deserve when traveling.
> Sincerely,
>(b)(6)
>

Feedback Type : Request for Information
Categories : Permitted Items
Current Date/Time : 7/27/2013 12:06:26 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : May I travel with a 12 oz bottle of Clear Care contact lens solution (contains 3% hydrogen peroxide)?

7/27/2013 1:03:15 PM

I have done so for several years (several dozen trips), but was recently told that I would have to submit the bottle to additional screening and ***myself to an additional pat down*** if I wanted to take the bottle through security. This occurred around 1pm on 7/26/13 at Boston Logan airport.

Has there been a policy change?

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

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 7/27/2013 5:22:39 PM

7/27/2013 6:10:55 PM

Name (b)(6)
Email (b)(6)
Complaints:Damaged or Missing items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 173 Southwest Ontario CA July 18
Comments:It is my sad duty to report gross misconduct by three of your agents. I was subjected to a lengthly, largely unnecesssary screening on going through security--three scans, a pat down, and a number of other demands which required 12 or 15 minutes. I am 86 years old with white hair. As a prudent man I regularly carry 300 or 400 dollars in my carry-on as insurance against a lost billfold, flight delays, another 9-11, etc. During these procedures I saw a third agent take my rucksack around the corner out of sight and reappear with it three minutes later. I had to hurry to my gate and didn't check my rucksack till much later. My money is missiing. A thorough search in all my baggage and clothing turned up nothing. I did not dream that a uniformed representative of the US government would stoop to such behaviour.
To Whom It May Concern:

7/28/2013 9:16:29 AM

I am a frequent flyer and fly through LAX delta terminal twice a week. When I asked for opt-out the Tsa personnel jokingly said, "No." On 7/27/13 around 8:30pm a Tsa personnel named (b)(6) did not follow proper opt out protocol. I asked if she was going to grab my belongings off the xray belt and place it on the table where bag checks and pat downs are done and she said, "No." She had me stand behind a big pole obstructing my view of my belongings that were still on the xray belt (you could probably find footage of this). This was unprofessional and places more liability on your part had my belongings been stolen. Also, it backs up the other passengers' belongings on the xray belt and is inefficient. Thank you for your attention to this matter.

Regards,
(b)(6)
Sent via the Samsung Galaxy S ™III, an AT&T 4G LTE smartphone

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 7/28/2013 4:42:45 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/28/2013 9:16:58 AM

Comment : Please explain to me the inconsistencies of traveling in the country and the way TSA agents treat you? At one airport it's okay if you bring hair grease at the next airport it's not ok if you pack grease. At one airport they patch your hair down at the next they don't pat your hair down. I Am Not Going To Get Started OnThe the inconsistency of TSA agents while I Travel in a soft cast soft cast.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller states that he and his girlfriend had a bad experience with a TSA supervisor. He did not get her name, but this occurred around 7:15 am at PHX. He says that his girlfriend went through the checkpoint and got a patdown and was taken into a private room. He states that she was in there a while and the TSO did not tell him anything about what was going on. He says that when he asked to see a supervisor, he was told that the TSO screening her was a supervisor. He says that when the door opened and he asked the supervisor what was going on, the door was slammed in his face. He says that eventually, the supervisor said that his girlfriend was fine to board after the supervisor left her in the room with another TSO a couple of times. Caller states that the supervisor claimed that she told his girlfriend what was going on, but did not. He says that the supervisor did admit that the door should not have been slammed in his face. He states that they were at checkpoint 1-15.

Advised caller:
We regret that you were not satisfied with the service you received.

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

7/28/2013 9:59:53 AM

Flight information:
Flight Path: Phoenix to Seattle
Flight date time: 7 28 7:30 am
Flight #: 633
Airline: Alaskan
Airport: PHX
Gate Terminal: 10
Witnesses: (b)(6)
Email: (b)(6)

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

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

The name and address of the complainant;
The date of the alleged act of discrimination;
A description of the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
The signature of the complainant or someone authorized to sign on behalf of the complainant.

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

7/28/2013 2:39:45 PM

Also sent caller a claim package for the damage to her carry on items. Emailed the RFI to the passenger.

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

7/29/2013 8:05:52 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/28/2013 8:35:18 PM Airport : DEN - Denver International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : A pat down for wearing a button down shirt? Because its not " body conforming"?! Really?? Next time I'm wearing my swimsuit!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 7/28/2013 8:07:08 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 06/22/2013 12:30 PM Airline & Flight Number : American 6091, codeshare with (b)(6) Pacific Checkpoint/Area of Airport : Terminal 7, Cathay TSA Employee: (If Known) : Grey-haired man operating body scanner Comment : My wife is pregnant. She requested to receive a pat-down screening. While she was seated, awaiting screening, the TSA agent made several rude and unprofessional comments. Another woman was seated next to my wife, also awaiting pat-down screening (she confided to my wife that she had been a cancer patient). I witnessed this while waiting for my bags to move on the x-ray belt.

When I moved through security, I complained to the supervising agent at his desk. He was very efficient. He immediately removed the agent from the line, and placed him in the far right corner of security. He was located about 15 feet from my wife while she received her pat-down search. I could see him leering at her, with a snotty expression on his face. It was disgusting.

7/29/2013 8:05:54 AM

My wife, (b)(6) and myself, (b)(6) are both members of Global Entry and TSA Pre-Check.

I do not think that most members of the TSA are bad people or unprofessional. I am actually friendly with many of them at Boston Logan. Please give local TSA supervisors, including the excellent JFK supervisor, the necessary authority to deal with employees who clearly should not be dealing with members of the public.
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

The caller indicated that she was scheduled to travel from LAX on Friday, however her flight was canceled and she traveled on Saturday 7 29 13 on Allegiant Ar flight 1336 departing at 2:10pm from A33. She went through screening at about 11:45am.

She has to be screened via a pat down due to a spinal cord stimulator that is implanted in her back. She opted out of AIT and requested a pat down. She was advised by a female TSO that she would have to wait for someone to do the patdown and that the caller s three children (12, 9, 4) would have to proceed through the screening process while she waited for a patdown. Her four year old became upset and was crying hysterically. The caller could see her older children, however she could not see her youngest child. The caller indicated that when they went through security on Friday, TSO assisted her in collecting her and her children s belongings from the conveyor belt and ensured that her children were with her while she waited for the pat down. Essentially, her children were not separated from her.

The female TSO was an African American lady with chin length straight black hair. The caller is 5 2 and indicated that the TSO was taller than she. The caller indicated that she weighs 117, and the female TSO was heavier than her. Approx 140.

7/29/2013 9:04:37 AM

The caller indicated also that the same TSO was rude to her during the identity verification process. The caller underwent gastric bypass and has lost over 120 pounds. The female TSO asked for additional ID (credit cards with her name) and indicated that the caller should have her ID updated as the photo doesn t look like her.

The caller then asked who shuts off the emergency exit alarms at the airport. The caller indicated that her four year old tripped and fell into an emergency exit door and the alarm sounded. An Allegiant agent advised that someone tried to go through that day and was arrested. The agent said this in the presence of her child and upset the child.

I apologized and advised that I would refer the information to the CSM at LAX to make them aware and so the issue may be addressed. The caller indicated that she did not have an email address.

I explained that her complaint in regard to the airline agent would need to be addressed by the airline.

I explained that TSA conducts baggage and passenger screening at the airport, so I do not know specifically who would shut off such an alarm. I advised that she contact airport security as they may be able to address her question.

Hello,

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

(b)(6)

(b)(6)

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

7/29/2013 12:15:18 PM (b)(6)

HYPERLINK (b)(6)

(b)(6)

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

7/29/2013 12:15:34 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/29/2013 11:24:21 AM Airport : BNA - Nashville International Date/Time of Travel : 07/27/2013 12:30 PM Airline & Flight Number : Southwest, 1708 Checkpoint/Area of Airport : screening area TSA Employee: (If Known) : no name tag displayed Comment : BEFORE buying tickets, I called you folks and then emailed. I was assured that traveling with my wife and daughters (9&7) would exempt us from any pat downs and the body scanner. After my wife and daughters walked through the metal detectors, an agent put a chair in the way and stopped my walk. He then rudely ordered me to go to the body scanner. I WAS separated from my family (unlike what your website says). When I questioned this process, I was told only ONE parent goes through the metal detector and that TSA has discretion with the body scanner and who goes through it. None of this happened at the SMF airport when we went to Tennessee a week prior. Why did this happen? This may stop my further air travels.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller is a Nexus Member, and he was approved for the Trusted Traveler Program, he also enrolled with United Airlines.

Informed caller:

TSA is committed to expanding TSA Pre\u2713™ benefits to a growing passenger population in an effort to strengthen transportation security through risk-based methods. Beginning November 15, 2012, Canadian citizens traveling domestically in the United States who are members of the U.S. Customs and Border Protection (CBP) and Canada Border Services Agency (CBSA) NEXUS program are eligible to participate in TSA Pre\u2713™ and may receive expedited screening at participating U.S. airports. For more information about NEXUS and other CBP Trusted Traveler programs, please visit www.globalentry.gov .

7/29/2013 3:15:00 PM

Canadian citizens interested in participating in TSA Pre\u2713™ through NEXUS must enter their PASS ID into the 'Known Traveler' field when booking a flight reservation or saving their PASS ID to their airline's frequent flyer profile. Members can find their PASS ID online by accessing their Global Online Enrollment System (GOES) account or on the back of their membership card in the top-left corner.

If TSA determines a passenger is eligible for expedited screening through TSA Pre\u2713™, information is imbedded in the barcode of the passenger's boarding pass. When TSA scans the barcode at the designated security checkpoint, the passenger may be referred to the TSA Pre\u2713™ lane for expedited screening. Expedited screening for TSA Pre\u2713™ passengers may include being able to leave their shoes, light outerwear, and belt on and allowing them to keep their laptop in its case and their 3-1-1 compliant liquids gels bag in their carry-on. However, all travelers may be required to undergo additional screening, including a patdown inspection, to resolve an alarm.

Passengers who make their flight reservation through a travel agent, travel Web site (such as Expedia, Travelocity, or Orbitz), or an employer's travel-booking system are strongly encouraged to contact a representative there to ensure that their Global Entry PASS ID was successfully added to the "Known Traveler Number Field" of their airline reservation. Confirming that the PASS ID was successfully included on an airline reservation each time a passenger travels will help to ensure that he or she is considered for TSA Pre\u2713™.

It is important to keep in mind that TSA Pre\u2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.
The caller is trying to reach the office of civil rights and liberties.

7/29/2013 3:20:09 PM

She stated that 13 year old daughter was traveling from Lihue to HNL. She stated that she was patted down without parental consent or an airline rep being present. She stated that she was told by local TSA that they had to follow those guide lines. She stated that our regulations state that TSA has to have parental consent to touch a child. She stated that she did not want this sent to the CSM. She asked for a supervisor.

I advised the caller that we can sent this complaint to the CSM at Lihue regarding the situation. I explained that TSA does not have to have parental consent for a patdown on a child. All passengers have to be screened regardless of age.

July 28, 2013
MCO to PHL via US Airways
Screening Occurred: 9:30-10:20 AM
Terminal: B Gate: 56
Checkpoint: Furthest to the left

7/29/2013 3:30:34 PM

Caller is wanting to relay an unpleasant experience he had in going through screening. Caller opted out of TSA PreCheck in order to go through screening with his partner. A TSO close to the AIT machines received a call and during that call, the TSO looked at (b)(6) was stopped for secondary screening while he was trying to retrieve bins for his items and both he and his partner had to go through patdowns, all whilst being asked multiple questions by BDOs. The caller alleges that the TSO performing the patdown was very invasive, even going so far as to touching his pubic hair during the screening; other passengers watching the patdown snickered, pointed, and laughed. Caller was flustered by this and spoke with the supervisor (Wiley) at the checkpoint. Caller believes that the only reason that his party might have seemed suspicious would be because they are men of color.

Caller was informed that this incident is going to be forwarded to the CSM at the airport. Caller will also be sent an RFI for alleged civil rights discrimination on the grounds of race. Caller was provided with the information needed for an RFI, which includes:
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.

	Call was transferred to me by (b)(6) Her 13 year old daughter was patted down and she told him she wants to file a Civil Rights Complaint. Told her I can assist her. Confirmed it is about her 13 year old daughters patdown. She stated it is and it is because there was no parent there to witness it. Her Daughter was flying as an unaccompanied Minor and feels she felt that she was touched inappropriately. She does not know why she was selected. I asked if she realizes there is a difference in a complaint about the patdown which I could send to the CSM and a Civil Rights Issue. As a complaint I could send info to the CSM at Lihue to address the issue. She stated it is Civil Rights. I asked if she can tell me what protected class her daughter feels she was discriminated against.
7/29/2013 3:38:20 PM	She stated it is because she is a woman - her daughter looks mature. She was told in Honolulu by a manager it is a Civil Rights issue and she is well aware of what is Civil Rights. Placed her on hold to check with floor support. Thanked her for holding. The Incident happened in Lihue Airport It happened 7-27-13 at approximately 3:15 PM Description of the incident: Told her I do need to tell her that she will be required to put her complaint in writing. She refused to give me any futher details and said it is a waste of her time. Told her I am sorry she is unhappy.
	Caller has gone through airport lost and found and TSA lost and found. He was told to call us to have an investigation opened. He has a lot of metal in his body, so he got pulled to the side to get a patdown. While he was being patted down, another man went through security. This man had a laptop that was identical to the caller s. TSA put the other man s laptop back in this laptop bag, but he didn t realize it and picked up the caller s laptop. This guy has called lost and found, but they did not get his information. Now they don t know who this is to get the caller s laptop back. He wants us to find out who the guy is that has his laptop, so he can get it back. This happened in a lane on the right side of the checkpoint. He says he has already filed a claim.
7/29/2013 3:41:20 PM	Airport: ATL Airline: Delta Flight Number: 1580 Terminal: S Date: 07 21 13 Time Through Security: 4:00 p.m - 4:30 p.m. Advised caller: I will send this to the CSM for review. Advised that I would note that he would like for them to look into this for him. I cannot make a promise on someone else s behalf, so I cannot guarantee that he ill hear something back. Advised caller to give it some time and if he hasn t heard anything, he can call our number, 866-289-9673, select option 5 when he hears it, and enter airport code ATL. This will provide him with the CSM s number. The caller was complaining because TSA is getting rid of the AIT machines, which save her a lot of the time from having to undergo a patdown procedure. She said that she is 79 and has both knees surgically repaired. She said that when she travels through an airport that does not have AIT, she has to undergo a very invasive patdown procedure. She wants to know if there is any other way to be screened than a patdown. She said that she usually flies out of ABE, FLL, PHL and RSW.
7/29/2013 4:13:21 PM	I told her that TSA is replacing the old rapiscan technology with new technology, AIT s are not being completely removed. I reviewed the list of airports that have, or are scheduled to receive, AIT. I told her that the only airport that she travels out of that does not have AIT is ABE. TSA has modified the screening procedures for passengers under the age of 12 and over the age of 75 to allow multiple passes through the AIT and WTMD, to try and keep from a patdown procedure. However, if those technologies keep alarming, a patdown procedure must be used to resolve them. http://www.tsa.gov/ait-frequently-asked-questions

Feedback Type : Request for Information
Categories : Identification Requirements; Screening (AIT, Patdown) Current Date/Time : 7/29/2013 6:46:20 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My son and I had a flight from El Paso Texas to Bwi. We were informed since his documents for identity were shred or thrown away they would do a full pat down and a screening. I went through the checkpoint because I had my military dependent identification. My question is we had documents with is name and then were told if he didn't have a social security card he was denied access to the flight.

7/29/2013 8:16:16 PM

I had to continue to catch the flight but he was left in El Paso with the clothes on his back as his luggage was already checked in.

I got to Maryland and had to wait until today to get a copy of his birth certificate. If this is faxed to him will he still be denied access. He is not a resident of El Paso his home state is Maryland.

Also, they told me at the airport it depends on the person on duty to make that decision.

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

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

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

7/29/2013 9:24:06 PM

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

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

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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/29/2013 9:10:06 PM Airport : SGF - Springfield-Branson National Date/Time of Travel : 07/25/2013 Airline & Flight Number : Delta 5020 Checkpoint/Area of Airport : Security Gate TSA Employee: (If Known) :
Comment : I fly for work appxomately 1-2 per month and have never had anything remotely as absurd as this happen to me before. Immediately after passing through the medal detector I was pulled to the side and told I had been selected for a random screening. No big deal I thought I would get the pat down and be on my way. This was at 12:10 and my flight didn't leave until 12:45. I was told to empty my pockets and put all my belongings on the table while I was searched. During my pat down 2 TSA members starting to perform a search of my belongings while another asked me a string of consistant questions. None of this is a issue for me because I am all for safety, but after 20 minutes of this is where it all went down hill. After a very through search of myself and my belongings which included going through all my business materials in my book bag, looking through everything in my wallet, empting my suitcase which included removing the liner, going through my shaving bag and asking about prescription medications, and tearing the bottoms out of all my shoes it was obvious that I was no threat. While it was obvious I was no threat I was still held while my plane boarded. At this point two of the TSA members went over to speak with a member of the local law enforcement in which another 10 or so minutes went by. At this point I am staring to get furious knowing that my flight is soon to leave. Finally the local police officer walks over to me and asks for my drivers license. He tells me that the reason I have been searched is because I was exibiting nervous stress like behavior prior to entering security and he asked if I was stressed or nervous about anything. I told him no that I was just tired and ready to get home to see my wife and child and I did tell him that I do take anxiety medicine, but hadn't taken it in a few days.

7/29/2013 10:10:40 PM

Later after I had thought about it I remember being approached at the Delta ticket line by one of the same members of the TSA that seached me. He was way overly friendly asking me a lot of odd questions and smiling at me. As a heterosexual male it seemed odd to me, so I didn't engage in much conversation with him. The same TSA memeber approached me in the security line as well. This must have been my nervous stress like behavior. I was also traveling with a coworker that said he noticed nothing unusual about my behavior.

Now back to where I left off when the officer told me I had why I had been screened. He asked me a few basic questions and told me that he was going to go run my license to do a background check. By this point my flight is about to leave and I'm getting upset and the fact that I hadn't taken my anxiety medicine in several days didn't help. I asked someone to go check on my flight and several minutes later to inform me that I had missed my flight. This coupled with the fact that I had already been through 35 minutes of Q&A and an extensive search made me furious and nearly sent me into a full blown anxiety attack. After convincing a memeber of the TSA to remove my medicine from my bag I practically had to be carried to the water fountain in order to take my medicine and I had to walk through the airport barefoot since my shoes had been searched.

I wasnt' able to catch a flight until several hrs later causing me to miss and engagement party that I was supposed to attend upon returning home.

Again I am all about safety and as much as I fly I appreciate safety measure being put in place, but this was way overdone. I'm not one to react adversly in situations and this pushed me to my limit. It was obvious that within the first 20 min of searching myself and my belongings that I wasn't a threat yet I continued to be treated as one and was made to miss my flight.

THE TSA MISSED IT ON THIS ONE!!!!!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)

To Whom It May Concern,

I felt incredibly violated when opting out for the security scanners; I was "patted down" in a way that seemed very inappropriate. I do not choose to go through the scanners for health reasons and have ALWAYS opted out over the past year and just recently got patted down in the TSA area out of RNO before flying into Denver a few days ago, so i am very familiar with the process. The security women in the past whom are appointed to pat me down always do so respectfully and only go to my upper thigh...not the case a few minutes ago here in Denver International. The TSA agent was incredibly salty from the get go after I said hello sweetly and stood on the mat with my feet in the appropriate places to be helpful. She asked me if I had ever opted out and I let her know that I always do and have been through it countless times, seeing as I travel quite often. Everything about the pat down was normal until the woman literally felt down the crack of my butt. I have never had another TSA person do that during the 'pat down' ever before.

She then told me to point my right foot outward and then in a swiping motion moved up my thigh past the upper inner part to where she continued until she was touching my vagina lips. I commented that she was actually touching my vagina and I felt uncomfortable. This caused my boyfriend to the right of me and the TSA agent patting him down to both look over with concern because of the tone in my voice.

7/30/2013 8:16:44 AM

Now, I am not someone who gets offended easily or allows myself to feel uncomfortable. I was feeling both of these, especially after the woman went on to tell me that I obviously have never been patted down before after opting out for the security scanner. I then assured her that was not true since I had actually just been patted down about 4 days prior...and have been patted down at the Denver airport previously and have never had that happen during the search. She then began to continue the pat down and told me now to place my left leg at a point outward. I felt helpless because I have to listen to what this woman was telling me to do. I believe to just prove her point to me she began to do the exact same thing but then continued upward about 2 inches past where she had on the first leg to where this woman's hand was between the lips of my vagina. I am a frequent flyer and stand up individual and am completely embarrassed, offended, violated, and incredibly upset that this was something I felt powerless in because this is a woman in power and I felt helpless not being able to stop any of this from happening. I do not understand why I have been through plenty of pat downs and never felt violated before now.

Again, I do not go through the scanner for health reasons, and truly hope that nothing like this would ever happen in the future. I am not certain of my next actions regarding this incident, but would like to be assured that this isn't a normal occurrence at Denver International Airport.

Sincerely,

(b)(6)

(b)(6)

Santa Monica, CA 90401
tel (b)(6)
ce

Transportation Security Administration
TSA Contact Center
tel. 1-866-289-9673

7/30/2013 8:17:08 AM

Dear Sir or Ma'am,

I wish to notify your office, TSA, of a very inappropriate, awful experience I recently had with your TSA agency at LAX airport, Terminal 4, in Los Angeles.

On Saturday morning, July 19, 2013, I came through the TSA passenger checkpoint in Terminal 4 at LAX in order to catch my flight aboard American Airlines. Not wanting to go through the body scanner, which I have now learned is technically referred to as the "AIT" or "L3", I therefore requested a pat down. I told the male TSO officer standing near me, who I have now learned is referred to as the Divesting Officer, that I was "opting out" from the AIT body scanner, and that I therefore wanted a Pat Down. I then heard him call out, "Female Assist! Opt out!" No other TSOs came for me for a substantial amount of time, even though I observed several female TSOs standing around and doing nothing. 5 minutes later I expressed my concern to the Divesting Officer in that I was still waiting, and I was concerned that I could not see my property after it had been fed through the X-Ray machine. The Divesting Officer then asked a female TSO, who was walking near us, if she could pat me down. The female TSO very sassily and coldly responded, "I'm busy.", and continued to walk away from us.

A few more minutes passed by and a male TSO came out to say to me, "We have no one available for you.", and then encouraged me to go through the AIT L3. Disappointed and apprehensive, I then decided to go through the AIT L3.

I am now aware that this TSO's conniving words and (lack of) action toward me were totally inappropriate. I am aware of the sign that you post at the checkpoint that clearly states that there are alternatives to going through the AIT body scanner. I think that it is reasonable for a passenger, such as me, to expect that I should be accommodated for within a reasonable amount of time.

Thus, rather than walking through the AIT L3, what I should have done, instead, which I now understand is my complete right, insisted that I receive a pat down and waited.

I need to ask your office, TSA, what kinds of measures has your agency put in place to prevent something like this happening again to me or another passenger? Should I have instead insisted that I be pat down ASAP? Perhaps, I should be the

7/30/2013 8:19:17 AM

Caller flew from Seattle to Santa Ana California. Caller stated her mother has an ostomy and knee replacement surgery. Caller stated before they went through the checkpoint her mother gave the screeners a notification card. The screener told the mother to go through the AIT machine but the passenger declined. Caller stated that TSO (b)(6) asked her mother to raise her shirt to have a patdown. The caller stated the female agent didnt offer her mother a private screening for the patdown of her ostomy. Caller stated that her mother started crying because she had a patdown in public. Caller also claimed the screeners were rude and unprofessional at the airport that day. According to the caller, the screeners refused to listen at the checkpoint and the caller wanted to complain about the incident because she doesnt want other passengers to go through the same thing.

Apologized to the caller and advised caller I would send to the CSM at the airport. Advised caller if the CSM has further questions they may contact her through the email address or the phone number that was provided.
Caller traveled from LaGuardia Terminal D with Delta 1499 to Atlanta at about 3:40 pm on Sunday July 28th. She is 6 months pregnant and requested a hand check of her insulin and a patdown. The TSO was nasty to her and said that she was only going to take some of her items. She took her purse and somehow the insulin ended up in the bin that was x-rayed. She is not sure whether it actually went through x-ray or not. She said that a Hispanic female TSO told her that she was asking for too much. A TSO supervisor came over and asked who put the inuslin in there and the Hispanic officer said that she (pointed to the caller) does not know what is going on, she has a lot of issues. The caller felt threatened because of the TSO s aggressive behavior and had to walk off. The TSO began to speak louder and louder about the caller. The TSO is heavy set, about 30 s and female Hispanic. She is not sure of her name.

7/30/2013 9:47:58 AM

She asked what the rules are regarding asking for the patdown and the alternative inspection of her medication.

I apologized to the caller and told her 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.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.
I told her that the screening technology is voluntary and she has the option of requesting a patdown. Also she has the option of requesting an alternative inspection of her medication.

Caller stated he wanted to file a complaint on TSO at FLL, states he flew from FLL to JFK, he is 77 yrs old. He states he had taken off his shoes and a TSO told him if he was over 75 he didn t have to take his shoes or belt off, so he states he went ahead and took his shoes off and put them in the bin, however he didn t take his belt off because his pants would fall down. He stated the screener was rude because after his body scan the TSO told him he would have to have a patdown, and told him next time take off your belt. Caller states what really upset him was the TSO grabbed his hands and tested them for explosives without gloves on. He stated I noticed other TSO with gloves on.

(TSA) regrets any unprofessional treatment you may have experienced. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.
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.

7/30/2013 11:54:41 AM

Airport: FLL
Airline: Jetblue
Flight#: NA
Date: July 24, 2013
Time: 8:16 am
Baggage# (10 digits) NA
Gate: NA
Terminal: NA
Email: (b)(6)
NOI: NA
Description bag: NA

Disability Description: The passenger uses a feeding tube.

Information Request: She wanted to know what he could do in the future to prevent this from happening again. He has an upcoming flight, but the caller did not have all of the flight details. She provided the passengers email address and wanted information sent to him regarding the screening process for the medically-necessary liquids on his upcoming flight from MIA.

Response Details: Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

I will forward the complaint to the appropriate department. In the future, you can contact the TSA Cares line at least 72 hours before your flight to request assistance from a passenger support specialist.

7/30/2013 12:41:06 PM

Sent email.
Forwarding the complaint to ODPO and the CSM.

Incident Details: The caller was calling on behalf of her friend who cannot speak because his larynx was removed in surgery due to throat cancer. He has cartons of liquids that he must consume through the feeding tube. These cartons cannot be opened or they ruin. He recently flew from DEN and was told by a TSO that they have to open the containers and there are no other options. The caller stated that he would gladly receive a patdown or additional screening, but the containers cannot be opened. The TSOs opened the containers and ruined the supplements. She did not feel that this was any type of disability discrimination, but felt that it was poor customer service regarding the disability. The passenger did not get the name of the TSO that conducted the screening.

Airport: DEN
Airline: American Airlines
Flight: 1460
Date and time: Went through security around 10:00 a.m. on 07-29
Terminal: Main terminal

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 7/30/2013 7:36:46 PM

7/30/2013 8:07:49 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Tulsa International Airport Flight 2178 SWA TUL to DAL 7/30/13
Comments:Male TSA officer groped extremely high to the point where my genitals were being touched. I told him he went too high and was not responded to. I mentioned I wanted to file a complaint and was also ignored. I fly weekly and have had hundreds of pat downs and this was the first time ever I felt extremely uncomfortable.

7/30/2013 8:58:46 PM

The caller is angry about the inconsistent screenings she is receiveing at multiple airports. She is filling out a complaint online over her treatment at Newark international. (b)(6) was the TSO who patted her down at the Newark airport. She flew on Southwest airlines, and the flight departed at 8:15 p.m. The flight was supposed to depart at 5:10 p.m. It was flight 580. She was at the screening checkpoint at 3:53 p.m. at gate 15. She also stated that her laptop did not go through proper screening. The caller stated that she asked the TSO if they would like her to take her laptop out of her bag, and that they told her no that it would be ok. A member of her traveling companion had water she was let through with. The caller s sunscreen was not in a bag and was let through. She also has a concern about not changing gloves between checking baggage.

Advised caller:

I apologize for the screening inconsistancies that you have been experiencing. I advised her that we did not have the TSO training materials at this site and recommended that she contact the CSM at the airport for further support and information. I also advised that I would send her out an email of the patdown screening procedure that we have.

7/30/2013 9:49:44 PM

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

Advised caller:

Providing her name would be to help us identify this record. I informed her that I did not have access to her records without her name. I advised her that it is my job to record and document what she says and I want to be sure to be as accurate as I can be. I apologized to the caller for her experience at that airport. I advised her that the procedures she was describing should not be happening. Advised that those people who were wrongfully screened could call the TSA and file complaints about those situations. I stated that our procedure would be to submit the complaints to the CSM at the appropriate airports. I informed her that it is not our intention to maim or torture anyone in any way form or fashion. It is the TSA s intention to try to make the skies a safer place to travel for all of the citizens. I offered to see if her case had been escalated already. I explained to her that we had already escalated her case to the appropriate body for investigation. I explained that we can escalate

7/31/2013 8:18:28 AM

Dear Sir or Madam,

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

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

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

Sincerely,

(b)(6)
United Airlines

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 7/31/2013 2:48:30 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/26/2013 11:15 AM Airline & Flight Number : UA1120 Checkpoint/Area of Airport : United terminal 4 TSA Employee: (If Known) :
Comment : I have been advised by my doctor to avoid using the new, larger screeners while pregnant. I travel quite a bit for work, so there was some concern about the cumulative effect (despite TSA saying they are safe, there are unknown effects on babies in utero). So far, while it had taken a bit longer, the "female assist" pat down has not been a problem and Ive found overall through this experience and many years of travel that the majority of TSA employees are professional and pleasant, despite some eye-rolling for my desire to opt out of the regular screening by male employees (all the women have been kind and understanding).

However, on this particular day at Dulles, I was shocked by how rude one or two of the employees were to the passengers.

7/31/2013 8:19:45 AM

After waiting about 5 minutes for a female assist, the agent closest to us said a few times "well, they can just wait" and other such comments. (I was there waiting with a female from Korea that needed additional screening). It ended up taking about 10-12 more minutes of waiting to get a female assist to come, which wasn't that bad. It was the fact the male employee kept on deep sighing and saying "they can just wait" after the repeated calls for a female assist.

Needless to say, it was an embarrassing experience all around. I know you must be bombarded with complaints from ungrateful travelers all the time, I dont mean to be ungrateful - the vast majority of interactions with TSA staff has been fine. But I do believe that passengers who "opt out" of regular screening should not be scoffed at, for whatever reason.
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 had a ticket sent by her son for Newark Airport on United 6-28-13. The flight was delayed by a day.

Told her TSA has nothing to do with flight delays.

When she came back from Newark she went through the XRays OK but they pulled her aside and patted her down.
She saw a special on Good Morning America and thought that is what happened to me.
She is 84 years old and she does not like having her breasts touched. She stated she was so embarrassed she did not even tell her son.
This happened 7-4-13.

Told her I cannot comment about the Good Morning America show since I do not have information on the broadcast.

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. It is likely she was ramdomly selected.

We understand the discomfort but feel the Patdown is an effective tool.

7/31/2013 9:40:24 AM

She said she does understand but seems to always be selected.

She stated the fare was high and they still charged for the bag.

Told her that was the airline and we do not control the fees.

She took a carry on which she does not normally do and TSA took her toothpaste. She asked if toothpaste is considered liquid.

Told her it is.
Also told her that may be why she had secondary screening if she had prohibited items in her bag.

She stated that was at Buffalo when she flew out to Newark.

Told toothpaste does fall under 3-1-1 and must be 3.4 ounces or less and in the quart bag.
Think of any item that is smearable or spreadable it might violate 3-1-1.

Caller is flying from OKC to Washington DC. Caller brought a lunch and he was told because his lunch has liquid, he cannot bring the food. Caller offered to eat half the lunch in front of the TSOs but they refused. Caller is complaining that the food at the airport is expensive and not healthy. Caller said he does not like the attitude of the staff. Caller said that the TSOs allowed him to leave the checkpoint to eat his food, but caller complained because they did a patdown before he was allowed to leave the sterile area. Caller said he disagrees with TSAs policy regarding taking food with liquids. Caller was flying on American Airlines.

7/31/2013 9:41:16 AM

The only screening restriction on bringing food in carry-on baggage applies to foods that are liquids, gels, or aerosols. These foods must be in containers 3.4 ounces or smaller and fit comfortably in a single, quart-size, clear plastic, resealable bag (the 3-1-1 rule). To save time, passengers should not bring food to the security checkpoint unless it is securely wrapped or in a spill-proof container. Unpeeled natural foods like fruit are acceptable.
I did advise the caller that foods without liquids are allowed through the checkpoint.

I explained to the caller the importance of screening everyone. 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.

7/31/2013 10:01:23 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/31/2013 8:08:52 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 06/28/2013 7:30 PM Airline & Flight Number : Delta 704 Checkpoint/Area of Airport : south terminal / domestic TSA Employee: (If Known) : caucasian male, likely late 20's to mid 30's Comment : When I requested an alternate pat-down screening, the gentleman unprofessionally attempted to talk me into using the imaging device by insisting that the technology did not employ any "radiation." Of course many of the screening devices in use are based on electromagnetic wave technology and waves from the electromagnetic spectrum are considered radiation. It was very disappointing to listen to this man ignorantly promoting one form of screening over the other, and with complete disregards for the passenger's personal beliefs and choices. Is that really what he's paid to do? To talk passengers out of alternative screening? I was visibly offended and he was stubbornly unapologetic. And why would he, when he believes the screening technology his daddy invented is the safest thing ever?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/31/2013 12:19:51 PM

Disability Description: The caller has an insulin pump.

Information Request: He wanted to know how to avoid issues on his upcoming flights. He also wanted to speak to someone at TSA directly because the website and the TSOs insist that the AIT is safe for insulin pumps. However, his physician and the manufacturer state otherwise.

Response Details: Passengers can always request to opt out of the AIT and request a patdown. TSOs are trained how to be polite and courteous to everyone. Complaints are looked at and handled appropriately. I will forward the complaint to the appropriate offices. In the future, you may contact us at least 72 hours before your flight so that we can request assistance for you through a passenger support specialist.

Sending email with RFI.
Sending to ODPO as a complaint.
Sending to Pass Ombuds since the CSM is not returning his call.

He requested that someone from headquarters contact him back.

Incident Details: He stated that every time he flies through LAX, he is treated bad by the agents because he wants to opt-out of the AIT. He stated that his insulin pump manufacturer and his physician informed him that because he insulin pump is so sensitive, he should not go through any type of screening done by a machine and he should request a patdown. He has no problem receiving a patdown, but he stated that when he requests one at LAX, they treat him horribly. The TSO always gets on the microphone and shouts Opt out! We have a male opt out! while he stands there for five minutes with his items sitting on the conveyor system. He stated that he has tried to call Karen Hennington, the CSM at LAX, three times, beginning July 17th, and left her messages, but she has never returned his phone call. He was extremely upset about this and stated that no one cares about his experience. He stated that this may be more of a customer service issue, but he did want to file a disability-related written complaint so that someone would be able to address his issue. He asked multiple times that someone contact him back after we forward his complaint.

7/31/2013 12:39:29 PM

Caller stated that he had items missing out of his carry on bag. The bag went through X-Ray and when he went through the AIT, the X-Ray belt stopped and they additionally screened his luggage. When he stepped out of the AIT, they turned him around and proceeded to do a patdown to him. He did not realize that these were missing out of the luggage until he got home.
He stated that he did not open up the bag on the flight nor anytime after the TSA checkpoint so he feels that the agents either stole these out of his luggage or were not competent enough to place it back in the correct bag.

He already contacted the lost and found office and recieved no assistance.

Airport:: Tampa
Airline:: Airtran
Flight Number:: 10
Time Date:: 6:50am @ July 27, 2013

TSO; Woman and man working behind X-Ray.

CCR informed him that this will be sent to the airport for further assistance.

7/31/2013 1:36:20 PM

Caller wanted to know how poppy seed filling, marshmallow fluff, and solid jam can be considered a threat. She stated that all of the items were in sealed containers. She said that they are not a gel or a liquid, She is very frustrated with TSA and ORD. She said that she looks like a 30 year old terrorist to TSA. She was not allowed to take the poppy seed filling, marshmallow fluff, or solid jam through the checkpoint. She was not allowed to go back and ask the airline to put the items in her checked luggage and she was not given any other options other than destroying the items. She was not allowed to destroy the items and TSA would not destroy them in front of her. She was given an embarrassing pat down. She said the pat down was private. She was told that it could be performed in front of everybody, god, and country. She said that TSA allows firearms and knives to be taken on the plane. She said that items are missed all the time. She mentioned a knife being missed at SLC. She stated that she is going to write Senator Diane Finestein, Senator Barbara Boxer, and her local newspaper. She stated that she is very upset with TSA.

I gave the following information: The Transportation Security Administration (TSA) current policy allows passengers to carry liquids, gels, and aerosols in travel-size containers (3.4 ounces or smaller) in one, quart-size, clear plastic, resealable bag through security checkpoints (the 3-1-1 rule). This includes canned or jarred goods.

I advised her that a firearm and a knife are not permitted in carry-on.

Disability Description: The caller indicated that she has double hip replacements.

Information Request: She would like to know the proper procedure at various airports.

She indicated that she had to undergo a patdown at LGA two years ago and was separated from her belongings and could not seem them which concerns her. She doesn t wish to file a complaint in regard to this, although I advised that I could refer the information to the CSM if she could provide itinerary information. She doesn t have the information.

She asked if the PSS can assist with her belongings and be present during the pat down.

She asked how to know if AIT is used at an airport. She will be traveling out of BOS and PHL.

She asked if a CPAP machine is permitted through the checkpoint. She indicated that the CPAP cannot be touched due to contamination. She indicated that there was a water container in regard to the machine and asked if that and the tube has to be removed from the case.

7/31/2013 1:38:18 PM

She asked if TSO change their gloves between screenings.

She asked if there is a 3oz total in regard to liquids and if all liquids (toiletry and medically necessary ie rx gels) must be in the same quart bag or if they can be in separate bags.

She asked in if item in tubles such as make up and toothpaste must adhere to the 311 Rule.

She asked if hairspray is permitted in checked and carry on baggage as well as carry on.

She asked if tablets, Kindles, and Ipads can remain in carry on.

She mentioned using the notification card to discreetly advise the TSO of the metal implant.

The caller requested the verbiage in regard to line of sight be emailed.

Response Details: I advised that TSA policies and procedures are the same at all airports in the US.

DIRECTOR TSA: Note I flew out of BWI. Asked for pat down [no radiation] after pat down, TSA gave me my luggage and laptop also gave someone else's laptop. I called TSA person over told her, she said take it we don't know owns it. I refused to take another person's laptop and insisted TSA keep it.

(b)(6)

(b)(6)

7/31/2013 2:07:55 PM

cell (b)(6)

fax 410-398-4629

(b)(6)

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

7/31/2013 3:48:08 PM

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

Name: (b)(6)
Phone#: Cell: (b)(6)
Please note that we may contact you at the provided numbers.
Address: (b)(6) , Sugarland TX 77479
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: Council on American Islamic Relations- Houston, TX Chapter (CAIR TX)
Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.
Name: (b)(6)
(b)(6)

7/31/2013 4:10:40 PM

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

Please disregard our previous complaint sent to your office yesterday as it had some inaccuracies.
On May 27, 2013 (b)(6) was traveling on business from St. Louis to Dallas (South West flight 683). While going through security at the St. Louis airport at around 9:00 am (CST), (b)(6) as she always does, chose not to go through the scanner, and instead requested a pat down. During the pat down, the TSA officer (b)(6) inappropriately began to pull up (b)(6) long shirt, which exposed (b)(6) pelvic area front and back, to which (b)(6) objected as it exposed her body to the public, and was completely unnecessary. TSA officer (b)(6) appeared disgruntled and irritated over (b)(6) questioning of her pulling up the shirt.

(b)(6) further explained that she has received hundreds of pat downs by airport screeners, and was never required to pull her shirt up and expose herself in this manner. The TSA officer ignored her concerns and only stated "this is how the pat downs should be done." (b)(6) then requested she be taken to a private area. The pat down continued in the private screening area, where the TSA officer continued her inappropriate actions. More specifically, the pat down was very aggressive and over zealous, especially in the genital area.

When did this happen?
Approximately 9:00am CST. The problem began during the screening process.

Name: (b)(6)
Phone#: Cell: (b)(6)
Please note that we may contact you at the provided numbers.
Mailing Address (b)(6) Hartford NC 27944
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:
(b)(6)
Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.
Name: (b)(6)
Cell: (b)(6) Home: _____ Work:~-------
Mailing Address (b)(6) Hartford NC 27944
What happened?

7/31/2013 4:10:42 PM

My wife boarded A delta flight on 6-25-13 number 3646 out of DTW for ORF. As she passed thru security she was pulled aside and was patted down in view of other passengers coming thru security One of her two main complaints was that she was touched improperly by the officer doing the search in plain view. As she was being FONDLED another TSA agent was going thru all her belongings to the point of removing all her credit cards and other items from her wallet. When the things were returned Her Green card was not to be Found. I have no problem with TSA and some of there over zealous employees keeping our country safe HOWEVER I think a pat down in public is uncalled for and I do not see how you can hide a bomb in a credit card! Oh and is not that why you have those little wipes? So please Tell me why your agent went thru my wife's wallet and why they thought a pat down in public vies was called for. I can be reached at the number above and you need to replace the green card.
(b)(6)

Where did this happen?
Place (name of the airport or other facility): DTW
Detroit USA
Who treated you unfairly?
My Wife who does not speak English well and was very embarrassed by the ordeal did not get names and badge numbers However I feel it should not be to hard for you to find out who was working that station. Again the flight was Delta flight number 3646 leaving DTW at 10:13 Am on 7-25-13 for Norfolk Va.

From: Medley, George <CTR>
Sent: Wednesday, July 31, 2013 8:31 AM
To: TCC-Referrals
Subject: Passenger Complaint
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 7/31/2013 6:04:05 PM

7/31/2013 6:53:23 PM

Name (b)(
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Asheville (AVL) North Carolina Airport
Comments:I travel through more that 50 US airports per year and TSA AVL over screens at AVL because they have too many agents who have nothing to do so they go out of their way to over screen pasangers. I have had TSA pull my check on bags to take out power cords to rescreen and no airport has ever done that in the US or internationally. I have seen them pull 80+ year old women to pat them down for no reason at all. Something needs to be done to stop this abuse of passangers including myself. We are wasting tax payers dollars for all of the unnedded TSA agents at AVL. I have seem more than 5 or 6 agents just standing around doing nothing that it begs the question as to why there are so many TSA agents at such a small airport.

As a frequent traveler I am surprised and discouraged that we continue to meet a 21st century challenge with 19th century technology. I know we have TSA pre check to help in a very limited way to allow known frequent travelers to move more quickly through security, however it is so limited in application that it becomes nearly meaningless. The long lines and frustrated passengers, not to say anything about the TSA employees are nearly an embarrassment to our technological age. Screening and pat downs?? Somewhat effective but surely not the answer! The largest number of flyers on a weekly basis are frequent flyers who travel at least once a month. Why can't we offer a background check and screening for these type of passengers and then once they have documentation showing that they have gone to this effort, have a couple of lines with fingerprint scanners (very much like Clear Card did) and allow these documented travelers to simply identify themselves with their card and travel documents, then prove that they are who they are with a finger print? These people are extremely low risk. The finger print option would be much faster than the slow process that is utilized presently. I'm sure this has been talked about. What is the down side? I'd really like to know.

(b)(6)

(b)(6)

(b)(6)

7/31/2013 7:58:49 PM

Layton, Utah 84041

HYPERLINK (b)(6)

Cell Phone: (b)(6)

Follow us:

(b)(6)

Hello,

8/1/2013 8:24:43 AM

My name is (b)(6) I am looking for information on filing a complaint about a female supervisor at Logan Airport in Boston, Massachusetts. I feel that she was not respectful in the "pat down" that I had to experience because a random hand test set off an alarm. She touched me in an inappropriate manner and was extremely rude to me. She treated me like I was a criminal in front on my 1 year old son. I was hysterical following this incident and when I got to my gate and asked to have a supervisor sent down to talk to I was told there was no one available and if I had a problem I needed to go back upstairs and get paperwork. This whole process took long enough to give me 5 minutes to get on the airplane before take off so I could not go and get the paperwork and I was horrified by my experience I did not want to see that wan again. Please direct me in how I can proceed about filing a complaint. I can not believe a person in a supervisor position can behave the way that she did.

Sent from my iPhone

8/1/2013 8:25:14 AM

On June 29 in Greensboro (GSO West terminal) , me and everyone in front and behind me, in the security line got the full all over pat down, I believe the because the machine was broken. IT was ridiculous. It didn't even occur to the agents (I was the sixth in line that i saw) that something might be amiss with the machine when we were all getting patted down and that we had nothing on us.

Next time, I don't want a female to do the pat down. It's disgusting and gross. I thought that's what the fancy new machines were for.

(b)(6)

To whom it may concern,

I was traveling from DTW on 7/25/13 when I was the the object of an inappropriate comment by two of your TSA agents. I am a 5'11 male approx. 176 lbs. I went through the body scanner and upon exiting the female agent stopped me. She asked me "What did you have for breakfast?" This has nothing to do with security, but since I didn't want to cause an issue I answered "oatmeal." Another agent approached us and said "what, no eggs and bacon?" Or something to that effect, implying that I was fat (which I am not). He then asked if I had brown sugar and raisins with my oatmeal. After feeling degraded by his inappropriate comments, he initiated a pat down in front of everyone on my abdominal region. I am in good shape as I am an US Army Officer. His pat down and previous comments were inappropriate and uncalled for.

I would hope that your agents at DTW would act in a professional manner. In this incident, they did not.

"Report: TSA employee misconduct up 26% in 3 years".

8/1/2013 8:25:53 AM (b)(6)

My interaction now adds to your "10% of offenses involved inappropriate comments or abusive behavior."

(b)(6)

(b)(6)

(b)(6)

Philadelphia PA 19148

HYPERLINK (b)(6)

When did this incident occur?
04-04-13
Who treated you unfairly?
The first agent who asked me to turn off my camera. I declined and he did not take it any further.
The second agent, (b)(6) stepped in front of myself witnessing my friend's patdown. He gently pushed down my arm that was holding the camera.

What happened?

8/1/2013 10:17:49 AM

From: Medley, George <CTR>
Sent: Thursday, August 01, 2013 8:29 AM
To: TCC-Referrals
Subject: Passenger Complaint

Here is a complaint received from a passenger

Thank you

George Medley
Office of Civil Rights & Liberties
TSA-6
Administrative Clerk II (contractor)
HYPERLINK "mailto:george.medley.Disabled@tsa.dhs.gov" george.medley.Disabled@tsa.dhs.gov
571-227-(b)(6)

Caller traveled on Friday last week, from San Luis Obispo airport. They arrived at 4:15 am, before the doors opened traveling to Los Angles for a 5:50 am flight. His wife had a lock on her checked bag, he also had a checked bag with a lock. He says his wifes bag was not re-locked and she had items sticking out of the bag. His wife used to work for United.

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

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

8/1/2013 10:38:14 AM

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

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

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

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

Airport: San Luis
Airline: United Express
Flight number: UA5348
Date and time: 7-26-13 departed at 5:50 am
Baggage claim number: (b)(6)
Was there a NOI, was there anything on it: Yes, nothing extra on it

8/1/2013 12:12:28 PM

When I flew from Newark to Ft. Lauderdale I was subjected to an AIT and a pat down. Why?!?!?!?!

8/1/2013 12:12:30 PM

I am writing to express my frustration when I go though TSA screening. I am an airline employee,and work in Minneapolis but travel to Detroit and Fort Lauderdale often, I always seem to have a problem when I go though TSA screening. I have several health concerns,I have had 3 back fusions, arthritis ,I have an implanted pacermaker/defibulator, and have breast cancer. When I go out of Minneapolis I go though the employee check point, there always seems to be several TSA agents there. I can not go though the metal detector as it would stop my implanted device,which in turn would stop my heart. I have been told by different agents in Minneapolis that I should walk down to the to the other end of the terminal to go though the Advanced Imaging Technology. I go though the employee line because it is shorter so I don't have so far to walk. I can not go though the metal detector so I request a pat down. Although there are always several agents there standing around I always have to wait, I am always told I should go the the Imaging technology, I always request a pat down and always have to wait. This past week when I traveled it was the first time an agent felt my right breast which I have had removed and question what was "hard" in there. I told her it was my expander from my mascetomy. Which after all this time(I had my surgery last November,and fly at least twice a month) has been the first time it has been an issue. I was taken to a private area and should her what it was. I am curious why no agent before her ever questioned it. I get a pat down often.
In Detroit I go though the imaging, which I don't like to do(I get a enough radiation which all my medical issues) and was asked what my defibulator was, I was told to remove it, I told the agent(again many agents standing around) that it was implanted and I could not remove it, she said remove your device mam, I again told the agent I could not I was implanted, the agent got very irritated with me and said if you don't remove you device I will getting a supervisor. My response the was if you can get a surgeon here to take it out of my body, then I will remove it. This finally sank into her head and she said oh okay,and I was cleared. In Fort Lauderdale I was told I had to go though the Imaging and could not be patted down(this past weekend). I was running late and did not want to argue with anyone as I was pretty worn out from work and my medical issues. I take air reservations all day and always asked about TSA security. I refer them to the web site, but can appreciate the frustration. I realize this is the way it has become since 911 and accept that,however agents need to be more sensitive and accomidating when it comes to the disabled. I could stay on disabilitiy and may have to some day, for now though I work and think as a citizen deserve more respect and empathy.(b)(6)

8/1/2013 12:12:43 PM

I'm writing you in regards to a blatant disregard for the respect of another human being by the TSA. My wife was flying out of SeaTac on the 30th of July, 2013 between 11 a.m. and 12 p.m. when she was pulled from the security line for random inspection. I am a 21 year Army veteran and my wife is a retired Correctional Officer, we understand the mindset behind this line of reasoning. After she had been through the check point a male TSA officer told her he had to further check her bags and personal. My wife is 63 years old and looks to be about as much of a threat as a 5 year-old kid. The first inappropriate thing is he patted her down. When did TSA authorize male officers to pat down females? Next he started recklessly rummaging through her personal belongings, throwing items (including her medications) out on the inspection table. He showed the same lack of respect putting her things back into bag. My wife had to unpack her belongs and neatly put them back after the inspection. No reason was given for the inspection, the attitude of the officer was extremely rude, and there was a complete lack of professionalism and courtesy shown towards my wife. My wife suffers from PTSD and Bi-polar disorder from being violently attacked by a prisoner while working in the prisons. The prisoner was twice the size of my wife but because of her training and tenacity she was able to subdue the prisoner even though he inflicted a great amount of bodily harm to her. Fortunately these conditions are being controlled through medications. I have seen her when she during periods of medication adjustments when her condition is prevalent. If this incident would have been during one of those times, this would have been embarrassing for the TSA.

I am a retired professional Soldier; my wife is a medically retired professional Correctional Officer. We know how people in this situation are supposed to act. If this person was working under my command or under my wife and showed this type of disrespect and unprofessionalism to another individual in the performance of their duties, there would be consequences.

Thank you for your time!

8/1/2013 1:05:16 PM

Caller had traveled from Akron Canton on Tuesday, she was running late. Her luggage was over weight, so it took her some time there. She has had 2 knee replacements, she used a wheelchair. She was imbarrased because of some cheese, they thought it was a bomb. She had left on her jacket, there was an alarm. She had cheeses and jams, the jam was taken. She had already had a patdown and had to take off her shoes. She had to remove her shoes 2 times. She ask why they were doing the screening in view of the public. The officer offerd her a private screening, she didnt want it because she was late and would miss her flight. She missed her flight she was offered a second flight. So she had to go through screening again. They had to have her hands swabbed, as well as all her items that had to be screened and she again she had to be screened again. She drove to Orlando, so she wouldnt have to use Atlanta.

Told caller

We recommend arriving 2 hours to advance to her flight time so she would have the time for sceening.

She had left the jacket on and it caused an alarm, they would have to give her a patdown to clear the alarm. We can not assume any alarm or any one person is safe to just go through without the proper screening. Because she had left the secure area when she missed her flight she had to be screened again as well as all her items because she was out of the secure area and back in the normal public area.

They had offered her a private screening for her patdown but she told them she did not have time. I told her we can never assume anyone reguardles of color or race to just go through with out screening.

Caller stated she wants to file a complaint about a TSO at LaGuardia. States she is pregnant and didn t want to go through the X-Ray so she ask for a patdown, she states the TSO rudely tells her to get over her, pulls her aside, and roughly pats her down and she stated she was humiliated. She states it was at the Jetblue security checkpoint. She also states she had the patdown at Orlando airport and they were very kind and professional there.

8/1/2013 1:09:52 PM

(TSA) regrets any unprofessional treatment you may have experienced. 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: LaGuardia
Airline: Jetblue
Flight#: 499
Date: July 29, 2013
Time: 9:00pm
Email (b)(6)

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

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

8/1/2013 1:52:58 PM

Advised,

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

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

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

To whom this may concern,

8/1/2013 2:41:43 PM

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

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

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

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

8/1/2013 4:04:26 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? no
Disability? no

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

On Monday July 29th at about 11:45AM I passed through the screening section at BDL on my way to MDW. As I was being molested by the government, (I always decline the opportunity to be radiated by the government because that very same government told me Agent Orange was safe in Viet Nam and we all know what happened with that), I was watching an old women, 78 years old, being taken out of a wheel chair by a group of TSA agents and manhandled into the radiation machine. This poor old woman could just barely stand up, barely walk and had extreme difficulty standing upright with her arms up so she could be properly radiated. It took a group of TSA goons on both sides of the machine to get her in, get her radiated, and get her out without her falling down. While all this was going on, people were zipping through the metal detector so I wonder how important the x-ray machine really is.. What bothered me most is the lack of consideration for an old women, obviously somebody's Grandma and obviously NOT threat to our security.

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

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

8/1/2013 6:05:20 PM

Do the TSA line personal have less sense than our government as a whole?

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

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

I would like a response to all of this.

To whom this may concern,

I am flying out of DCA and requested to opt out of the full body imaging scanner. I presented my U.S. Department of Defense Common Access Card and boarding pass along with my request. I was curtly informed that I have no choice to opt out of this, even if I consent to a pat-down or otherwise adequate security screening process.

Is this true? Or if not, what do I need to tell the next TSA agent to ensure my request is actually considered?

8/1/2013 6:05:25 PM

V/r,

M

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 8/1/2013 5:56:22 PM
Airport : JFK - John F. Kennedy International Date/Time of Travel : 07/17/2013 8:05 PM Airline & Flight Number : Delta #210 Checkpoint/Area of Airport : Right after I went through the AIT machine TSA Employee: (If Known) : Unknown Comment : I would like to know, as a 65 year old women, why I received a pat down after I went through the AIT machine at Kennedy Airport on June 17. I had nothing on me so why was I patted down?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/1/2013 6:05:30 PM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 8/1/2013 8:35:49 PM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
8/1/2013 9:04:06 PM
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : When is the TSA going to stop pretending that the Nude-O-Vision and the Freedom Fondle make American safer? Israelis are not submitted to these injustices, and yet they seem to maintain the security of their air travel just fine
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
Current Date/Time : 8/1/2013 9:05:12 PM
Airport : IAD - Washington-Dulles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
8/1/2013 10:02:10 PM
TSA Employee: (If Known) :
Comment : I opt out of the x-ray when flying and get the patdown instead. The last time at Dulles I was not allowed near my wallet which was in one of the gray bins about six feet away and I was not allowed to touch it until the patdown was complete. I was very worried that it would be stolen, but the TSA response was we have cameras. A lot of good that would do if someone took my wallet and ran with it. What is the ridiculous reasoning behind not allowing a person close to their wallet or belongings in the gray bins that have just passed through x-ray screening during a patdown. 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: The caller s daughter is in a wheelchair.

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

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

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

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

8/1/2013 10:28:43 PM

If you prefer to file a complaint via postal mail, please send it to:

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

Every passenger has to be screened. If they can not go through the screening technology, they will receive additional screening including a patdown.

The caller refused to give the email address.

Incident Details: The caller would like to make a complaint. He has a 12 year old child. He bought three first class tickets for his family. The security in DFW. He said that he has never complained before. He says they had to do so much screening that they missed the flight. He says that people with guns are allowed through the checkpoint. There is a letter from her doctor that she has metal inside her leg that he showed them. She is in a wheelchair and can not walk at all to do the equipment. He is upset that they screen her every time. They found explosive trace detection on her hands as well. He says that they should not have to screen her.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 8/2/2013 8:41:29 AM

8/2/2013 10:14:25 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:your agents touched my balls and fondled them, stop molesting people or taking nude photos of them, its criminal and the people will rise up to overthrow you

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 8/2/2013 11:22:55 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Why is my check-in luggage always been opened and searched everytime i fly out of Lafayette, LA(LFT)? i put stuff like bottle of fluids wrapped in a plastic bag. Is that the reason?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/2/2013 12:04:12 PM

The caller checked into DFW with his two minor children, who are 14 and 16. His children have a flight back to their mother and he was not flying with them. They were subject to a patdown search and he declined the patdown on their behalf. The TSOs informed him the only way to go is to complete this search. He ended up agreeing to the patdown. During his son s patdown, he was hit in the stomach and leg. A TSO made his son lift his shirt but then told him that he could not allow him to do that in public.

He said that his daughter s patdown was inappropriate because the lady picked her breasts up and moved them from side to side and up and down though she stated she would use the back of her hand to pat them down. She patted down her back and buttocks and he does not think that the buttocks of a child should be touched more than once. The TSO went from her should to the top of her leg on one side, the middle of he back and down, and the other shoulder to the top of her leg. He was in the private room with her because he would not let her go alone. He was told that he could not record the patdown with video.

He spoke to (b)(6) at the checkpoint who was less than helpful. He is in the terminal A28 and the flight does not leave for a while yet.

8/2/2013 12:47:25 PM

Flight Information:
Airport: DFW
Airport: Delta
Airline: American
Flight: 400
Date: 08-02-2013
Time: About 11:30 AM
Location: Gate A35

Advised caller:

All passengers must be screened. If there is an alarm or anomaly shown in the screening technology, a patdown would be required for them to be cleared. If the minors are over the age of 12 they would receive a patdown following the regular procedures.

A passenger would be offered a private screening if the lifting of clothes are necessary or sensitive areas need to be screened. If a patdown is done in a private area a passenger may have a companion of their choosing.

Patdown procedures may be necessary. However I apologize that you feel that the experience was a bad one. I will forward this information to the CSM at that airport along with your contact information.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 8/2/2013 2:12:32 PM

8/2/2013 4:11:02 PM

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

Thursday, July 25th, approximately 8:30
Comments:I was again inappropriately groped by a TSA agent, who touched my genitals. This happened on both the outbound and return flights of my trip... two different agents at two different airports. I am sick of this nonsense, so I am going to speak up.

I opted out of the nude scanning machine. During the patdown, the TSA agent's hand made contact with my scrotum once while he was patting down my legs. I felt the weight of my testicle being moved as his hand made contact with my crotch. The contact was brief, but nevertheless inappropriate and uncomfortable.

No one should touch my testicles except for my girlfriend and my doctor. It is not ok for TSA agents to touch my scrotum.

The nude scanning machines, taking off shoes, and inappropriate touching need to stop. The TSA is little more than costly theatre, both in terms of money and civil liberties.

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

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Remote Client IP: (b)(6)
Date Time: 8/2/2013 2:07:30 PM

Name:Anonymous
Email: (b)(6)

8/2/2013 4:11:07 PM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United flight, Chicago O'Hare. Terminal 1.

Monday, July 22nd, approximately 14:24.
Comments:I was inappropriately groped by a TSA agent, who touched my genitals. This is not the first time, but I am sick of this nonsense, so I am going to speak up.

I opted out of the nude scanning machine. During the patdown, the TSA agent's hand made contact with my scrotum twice while he was patting down my legs. I felt the weight of my testicle being moved as his hand made contact with my crotch. The contact was brief, but nevertheless inappropriate and uncomfortable.

No one should touch my testicles except for my girlfriend and my doctor. It is not ok for TSA agents to touch my scrotum.

The nude scanning machines, taking off shoes, and inappropriate touching need to stop. The TSA is little more than costly theatre, both in terms of money and civil liberties.

8/2/2013 6:01:53 PM

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

Response:

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

8/3/2013 11:01:25 AM

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 8/3/2013 10:16:16 AM Airport : PHL - Philadelphia International Date/Time of Travel : 08/02/2013 12:30 PM Airline & Flight Number : Jet Blue Checkpoint/Area of Airport : Terminal E TSA Employee: (If Known) :
Comment : I am a 32 week pregnant woman and was traveling from PHL home to BOS for work. I make this trip every 6-8 weeks through either BOS/MHT to Baltimore, PHL or Newark. I have never experienced an issue when requesting a pat down. Yesterday, a roughly 60 yo famale TSA agent told me "no, you aren't getting a pat down. You don't need one" when I requested this. I requested it again and was spoken to like a 3 yo child who didn't understand her the first time. Luckily, a very nice male TSA officer in the area overheard the conversation and advised her that she was out of line and I was entitled to opt out and request a pat down, should I chose to do so. She proceeded to state "fine then she'll just have to stand by. " Unfortunately, I was so angry, I didn't catch either of their names. Apparently this woman needed to be taught the definition of an "optional" screening. She was beyond rude and unprofessional, unlike the gentleman who stepped in to assist me, who I would like to thank.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Rotrator cup and artificial hip

Response Details: 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.

(b)(6) stated that he did not feel that he was treated differently because of his disability, just that the screening officer was very rude to him.

8/3/2013 3:21:37 PM

Incident Details: (b)(6) is a 90 year old War World 2 veteran, that traveled on July 7, 2013 at 6:40 am on Delta airlines. He flew from Orlando, FL to Salt Lake City to Reno. He traveled from Orlando International Airport. (b)(6) was going through the screening machine and was told to put his arms up above his head, which he told the TSO that he was unable to do since he has a rotrator cup injury and an artificial hip. He had previously been told by someone that since he was over the age of 75 he did not have to be screened. The TSO was rude to (b)(6) He was then placed in another line and gave a patdown from the TSO. The patdown was uncomfortable for the passenger in the way the TSO went from the top of his head to his toes.The TSO put explosives trace detection swab by (b)(6) feet. (b)(6) did not know what that was placed by his foot. The screening process wasn t explained to (b)(6) The situation was very embarrassing to him.

His wife (b)(6) had the same process the TSO didn t seem to be hurried.

8/3/2013 5:13:45 PM

Greetings,

My name is (b)(6) and I was traveling on my way back to LAX from Dulles. I spent the week at a scientific conference in DC. Before departing I knew that I didn't have current identification, and as such I contacted the administrative offices at LAX to discuss the best plan of action. I was told on both occasions I called that as long as I had a supplemental form of y ID, examples both women gave were social security card or birth certificate. Leaving lax went smoothly but Dulles was a different situation. The tsa agent informed me that my ID was expired to which I responded I was aware and retold the conversation from lax representatives. He called for a monitor who with absolutely no customer service tells me I have to have a supplemental pat down search in order to determine my identity. I AGAIN retold the conversation from the lax representative to which he responded, "our policy here is different". I asked him how a search of my person was going to verify who I was. He called for a supervisor to come and search my person in the middle of the airport for all to see. They ran a variety of swabs again every piece of belonging I had. After they were satisfied I was able to move along with my airport experience. I will never forge (b)(6) and his crass attitude.

Please provide clarity on the procedural variances from airport to airport and why someone would have to be subject to this nonsense. I merely came with an expired ID card.

.... In this life, push onward and upward emblazing your own path; incessantly testing and redefining your limits in pursuit of aspiring to achieve greatness... (b)(6)

Dear Sir or Madam,

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

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

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

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

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

8/4/2013 9:13:07 AM

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

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

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

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

Sincerely,
(b)(6)

Feedback Type : Request for Information
Categories : Other; Screening (AIT, Patdown) Current Date/Time : 8/4/2013 5:24:49 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello,
Id like to make a Freedom of Information Request please (FOIR). Since 2006 I have visited the USA 5-6 times for work and vacation purposes.

Each time I have entered through various different ports: Philadelphia, Chicago, San Francisco and Seattle.

8/4/2013 9:13:57 AM

Unfortunately, each time I have entered, I am referred for a secondary discussion on the purpose of my visit. I have been detained, referred and interviewed each time for up to 60 minutes at a time and yet no one seems to be able to tell me why.

I am a British passport holder and enter via ESTA - each time it is approved. My passport number is (b)(6)

Simply, Id like to better understand why I am detailed and questioned so extensively and is there anything I can do to help expedite my entry into the US.
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

8/5/2013 8:10:37 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 8/5/2013 1:50:52 AM Airport : DEN - Denver International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : First of all, I am not now your "customer" nor ever HAVE been. I am a passenger who LOVED to fly until your agency began making me feel like a criminal. Because of you and 2 punitive grope searches in a row I have not flown since my 60th. birthday, 8 years ago. Do you honestly believe your agency can continue its groping and nasty tactics much longer before you are disbanded and later tried as constitutional criminals? I am absolutely serious.
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

8/5/2013 8:10:37 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 8/5/2013 1:50:52 AM Airport : DEN - Denver International Date/Time of Travel :
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Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/5/2013 8:10:49 AM

Feedback Type : Civil Rights Liberties
Categories : 4th Amendment
Current Date Time : 8 4 2013 9:51:27 PM
Airport : RDU - Raleigh-Durham International Date Time of Travel : 08 04 2013 12:30 PM Airline Flight Number : United Flight 4662 Checkpoint Area of Airport : Security Gate TSA Employee: (If Known) :
Comment : I understand the agents are doing their job. My issue is with the complete and utter violation I felt after receiving a pat down. First my hand set off the swab alarm where they swab your hands. They went back through all my stuff and I guess determined I needed a pat down. At this point I was not told I would be getting patted down. Then They start picking up all my stuff, including my very small, frightened dog and carrying it away. I m like where are you going and they realize then I hadn t been told I was getting patted down. They brought me into a private room, I would have much rather had it done out in public but was not given the option. I felt like a criminal. She felt every part of my body. Nobody has touched by butt in 6 years except for my boyfriend, yet she touched it three times. My thighs were touched, my vagina. But oh, I guess since they do it with the back of the hand that makes it ok? I m petite and weight about 110 lbs. She was a good 100 pounds more than me and touched me so hard I was not able to stand still. I feel completely and utterly violated and molested and left in tears. I have never been the victim of sexual assault but I can only imagine if this pat down has affected me like this how it must affect someone who has been assaulted, someone who is more modest, someone younger, shyer than myself. I am sickened. A complaint is also being lodged with the ACLU and that is just the beginning. No body should be touched like that. There is no freedom in this country anymore. We re just slaves. I m so hurt and disgusted by what happened to me today I will not tolerate it and remain quiet.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

8/5/2013 8:10:57 AM

Feedback Type : Compliment
Categories : Professionalism; Liquids
Current Date/Time : 8/4/2013 8:24:58 PM
Airport : SLC - Salt Lake City International Date/Time of Travel : 08/04/2013 2:30 PM Airline & Flight Number : DL 1883 Checkpoint/Area of Airport : Terminal 2 line 4 TSA Employee: (If Known) : shorter white slightly chubby guy at the end of line 4
Comment : I travel with 4 children (age 5, 4, 3, and 9 months) all the time with sealed baby food for my 9 month old. I have flown at least 6-8 times in the last month alone. We were rushed to get to our gate and the TSA agent told me that I couldn't take the baby food with me unless I submitted to a pat down and had my baby food opened and tested. I would assume with all the training these agents go through that they know that baby food must be consumed within an hour of being opened or it must be thrown out. I did not have time for a pat down to begin with, and I wasn't comfortable with my children being unsupervised while I was being pat down. Plus I was not going to be pat down just to have all my baby food be opened and then unusable. This is an absolutely absurd policy. Baby food is expensive and my 9 month old baby has had nothing to eat all day. There was no problem with the four 4oz bottles of medicine I had with me. But my baby food was the threat? This policy is inappropriate. And I feel like TSA needs to compensate me for the baby food that was thrown out. I was embarrassed and incredibly upset. The TSA agent was very condescending. There is never any reason for a TSA agent to speak down or in a belittling manner to a passenger. I have never before today, in the literally hundreds of times that I have been through security, have been reduced to tears. When these policies or actions of your agents end up threatening the health and well being of my children, I take major issue with this. Please contact me.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/5/2013 8:11:00 AM

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

8/5/2013 9:43:59 AM

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

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

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

I emailed the caller the information.

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

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

He just tried boarding a plane but was refused because he wouldn t have a patdown. He wants to know his other options, he will not got through the x-ray machine and he doesn t want the patdown. He is going to his Dad s funeral and has been denied boarding. He wanted to take his clothes off at the checkpoint but the officers would not allow him to.

8/5/2013 10:12:00 AM

I advised him that the officers will not allow him to take his clothes off. He will have to have a patdown if he opts out of the AIT. Every passenger must be screened and if he will not allow them to screen him, he will not be allowed into the sterile area.

He asked if he could go into the airport naked or wear a thong through screening so that he would not have to have a patdown. I told him that it didn't matter what he wore, he will still be subject to a patdown if he opted out of the AIT.

He then asked for a supervisor.

Disability Description: The caller asked if he can meet or speak with someone at TSA at MCO to discuss the screening of passengers in wheelchairs.

Information Request: The caller indicated that his wife traveled on Thursday of last week from MCO. She feels that she has been inappropriately touched. The TSO felt around her groin area with the front of her hand.

8/5/2013 10:21:30 AM

The caller also mentioned addressing the fact that components picked up by the wheelchair (such has from the pavement that transfers to the passengers hands) that results in a detection of explosive residue.

Response Details: I explained that I can share general information in regard to the screening process for those in wheelchairs as well as the pat down screening.

I advised the caller on how to contact the CSM at MCO via the IVR (866 289 9673) and option 5.

8/5/2013 11:34:02 AM

Caller wants to wear a speedo and board the plane without screening.
Explained that TSA is required by law to screen all passengers and their bags.If you are chosen for AIT and you want to opt out you can have a thorough pat down but if you refuse both you will not be allowed to enter the security check point.Caller was referred by (b)(6)

(b)(6) Notes:
I told him we were not escalating this to Passenger Ombudsman. He could either go through the AIT, have a patdown or not fly. That was his choices.
Caller stated that she was abused at a checkpoint. She stated that she had to go through the AIT and when there was an alarm she was prompted over for a patdown. Caller stated that she was referred over and received a patdown and then the TSO stuck her finger in her vagina and kept playing with her breasts asking her what she had stuffed in her bra.

8/5/2013 1:14:44 PM

Advised Caller:
When anyone goes through the AIT and alarms are set the TSO s will prompt whoever was alarmed over to receive a patdown. If she feels she was abused during the process of the patdown I can take the information and send it on a CSM of the airport. SUP request.

Caller said her son who is disabled yesterday flew to Houston, her son had to go through a patdown by the TSA agent who she said was very insensitive to his pain.
Her son has terminal cancer and is in constant pain and can t stand without help, he was in a wheelchair and a TSA officer came to inspect him, his legs, arms, etc. and her son began to cry. He is 37 years old and afterward he was so nervous because of the stress he doesn t want to fly anymore and she had to calm him down and wait for awhile. They have to fly back to SEA to their home, is there a way he can be wanded so he isn t touched or can he remove his shirt in a private area so they can see he isn t concealing anything under clothing?
Spoke with United and was told they don t have any control over TSA.
They will be returning to SEA from Houston Hobby on Wednesday and she stated he doesn t need assistance going through the screening.

8/5/2013 3:16:22 PM

Response:
Apologized to caller for their experience and advised TSOs are trained to be sensitive to passengers needs.
Explained if unable to go through the screening technology he would be required to have a patdown because we don t use wands anymore for screening.

Advised caller to inform the TSO her son is a cancer patient and in constant pain and it is painful to touch him.
• The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
• A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint.
TSA encourages passengers with disabilities or medical conditions to arrive at the airport early.

The caller is flying from North Carolina to PIT. He stated that he flys this several times. He stated that he has been stopped for additional screening, after going through the machines. He asked what the reason is for this additional patdown. He stated that he is flying from RDU to PIT and he has SSSS on his boarding pass. He stated that he has spoken with the airline and they told him to contact TSA. He spoke to TSA at RDU and PIT and they told him to call the airline, that they have nothing to do with the matter. He asked if there is a fee for the program. He asked if this will help with international travel aswell.

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, 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.

8/5/2013 3:29:55 PM

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 by entering the Redress Control Number.

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 the similarity of a traveler's name and personal information to another person in systems which contain information from Federal, state, local and foreign sources.
Participation in the DHS Traveler Redress Inquiry Program is voluntary. The Redress Application process can be found at www.dhs.gov TRIP.

In the alternative, travelers may apply through email or the 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).

The program does not have a fee associated with it, and it is the only way to make a inquiry regarding the issue.
Caller stated that she recieved a patdown and the female security touched her. She did not like the patdown and feels that the patdown is against her privacy. She first went through the screening devices and then was subjected to additional screening.

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

CCR informed her:
Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of

8/5/2013 3:34:57 PM

the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. If subject to additional screening, then a patdown procedure will have to be given. Patdown are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

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

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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 8/5/2013 2:37:10 PM
Airport : SFO - San Francisco International Date/Time of Travel : 08/04/2013 Airline & Flight Number :
Checkpoint/Area of Airport : TSA screening area TSA Employee: (If Known) : n/a Comment : Two suggestions to help TSA improve the screening process:

1. The requirement that TSA agents are made to ask our name, and we have to recite our name back to them is dumb and annoying. TSA should stop the practice. It adds nothing to security, and only serves to annoy passengers, creating a lack of

8/5/2013 4:13:47 PM

respect for TSA agents trying to do a tough job.

2. When a person chooses to "opt-out" of machine screening and go through a pat down, it is a waste of the TSA agents' time to force them to go through full descrip of the pat-down process when the passenger is begging them to skip it. If the passenger is willing to waive the recitation of the speech, then the agent should be allowed the discretion to go ahead with the pat-down without having to recite the whole process. Agents hate doing it. Passengers are annoyed having to listen to it. TSA could better concentrate it's efforts where needed to catch the tiny handful of bad people, rather than wasting their time annoying people like myself with no ill intent.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number (b)(6)
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller:
Caller flew from IAD to SFO recently. The name she got at the checkpoint was (b)(6). She does not know if that was the TSO or her supervisor. She declined to go through the AIT because she is pregnant. She has a history of repeat miscarriages. Her doctor recommended that she does not use the AIT. When she requested this the TSO rolled her eyes and walked off to get her gloves. She started snapping commands at her. She took her to the center of an open area where everyone could see her be patted down. She never asked her for a private screening. She did not warn her and ran her hand up her inner thigh and, in the callers words: rammed her hand into her vagina. She said that was a little high. The TSO said she had to go until she met resistance. She did the same thing in the front. She walked off to test her gloves for explosives and came back and wished her a wonderful flight. A couple passengers who were watching gave her husband business cards and said they would be witnesses if they decided to pursue a lawsuit. She is deeply traumatized. She is going to the ACLU. She is utterly disgusted by how TSA is treating people. The fact she has to worry about getting groped is ridiculous. She wants me to guarantee that this will not happen on her upcoming flights.

Response:
All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

8/5/2013 5:16:27 PM

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

I told the caller she can contact the CSM at IAD, SFO, and PHF by phone at:

Name: (b)(6)
Phone:

Name: (b)(6)
Phone:

Name: (b)(6)
Phone:

I recommended that the caller call the CSM s at SFO and PHF about her upcoming trips to see what they recommend so she does not have a similar experience as above. I recommended that she ask for a STSO at the checkpoint as soon as she request a patdown. If she wants a private screening her husband can go with her to the private screening.

Caller:
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Response:
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8/5/2013 5:16:27 PM

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Name: (b)(6)
Phone:

Name: (b)(6)
Phone:

Name: (b)(6)
Phone:

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8/5/2013 6:51:27 PM

Hello,

I fly very regularly, and always choose to opt out of the scanning machines because I am not certain, personally, of the long-term effects of regular usage, and I understand that it is my right as a passenger, to choose a pat down instead. I have done this many, many times in the past several years, and usually TSA staff, especially in the past couple of years, are very kind and accommodating. Today, however, I encountered (b)(6) at IAH, at the International arrivals checkpoint. From the exit I was directed to, by CBP, there was only one option, and though United had told me to proceed to Terminal C for TSA Pre Check, which I had been selected for, the only sign that I could see, and that the United personnel were aware of, was the one that I went to, which was labeled ABCDE ->

Realizing that I would have to go through the standard procedure I told your agent, (b)(6) that I would prefer to opt out. He laughed at me and exhaled loudly, and told me "Well, you're going to have to go stand over there!" I told him that I was cleared for Pre-Check, if that mattered, but couldn't find the right checkpoint, to which he told me "well, plenty of other passengers can find it!" I told him that United had told me to go to Terminal C, and pointed to the ABCDE sign above me he laughed again and said I had to take the train:
"Other people can figure it out." His demeanor was rude and condescending, and to me, a US citizen and a frequent traveler, not acceptable. As I said, I travel regularly -- several hundred thousand miles a year -- and it is rare that I meet a TSA employee that is so rude. The woman, (b)(6) who patted me down was kind, and did her job well. As I was passing through the gate I took note of his name tag and said (b)(6) thank you (b)(6) to which he replied "don't you say anything which didn't happen." It was the final comment which convinced me to comment about him. I am not so arrogant as to say that the TSA "work for us" but, ultimately, this sort of employee do nothing to further security; he was so caught up in what I thought he'd say, and in chuckling at me as I waited for a pat-down that he clearly felt was silly, that he wouldn't have noticed a genuine threat if it had appeared before him. I hope that You'll do more to promote agents like (b)(6) , and discourage behaviors like those I witnessed from (b)(6)

Thank you,
(b)(6)

Caller wants to complain about harassment at checkpoints. She says that she flew from PHX to BOS and at the checkpoint there at gate 41, she was told to go through the AIT. She states that she is disabled and uses a cane and cannot raise her arms and the TSO did not listen, but kept insisting that she go through and was pushing her physically around. Caller says that during the patdown, a TSO named (b)(6) stuck her hand in her rectum. She feels that she was discriminated against both racially and because she is disabled.

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

8/5/2013 9:25:23 PM

- The name and address of the complainant;
- The date of the alleged act of discrimination;
- A description of the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- The signature of the complainant or someone authorized to sign on behalf of the complainant.

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

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

(NOTE: Caller said that she would call back with her email address. Please email her the RFI information at that time.).

Feedback Type : Request for Information
Categories : Other; Screening (AIT, Patdown) Current Date/Time : 8/5/2013 9:57:09 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have requested information from the TSA recently and have not yet received a response. Please contact me explaining my detainment.

On 7/24/13 I was traveling through Bob Hope Airport in Burbank, California. It is usually extremely easy to travel through this historical suburban airport, where everyone beams with the small town pride. As a frequent air traveler I got through the security checkpoint relatively quickly, even with my medical liquids. However, just after tying my shoes and grabbing my bag I heard the yell "Bravo!" from a TSA employee about 15 feet to my right. Then every other TSA employee yelled "Bravo!" as if the word were contagious.

8/6/2013 8:31:46 AM

Not caring what was going on I continued my walk the five feet into the gate area. Suddenly a TSA employee stood in front of me and said I could not enter the gate area. Confused I asked why? The TSA employee pointed to a man, whom I did not know, never interacted with, nor was even close to. Apparently the man attempted to enter the gate area without being properly screened. The man was a bit flustered and embarrassed, but claimed he had already been through security and went back quickly to retrieve something. As far as I know, he was never detained by a police officer, but only told to "freeze" and wait by a TSA employee. I was told to do the same.

I told the TSA employee that this had nothing to do with me and I already went through security I would like to get to my gate. More TSA employees approached and covered this imaginary line, which I could no longer pass. I again asked another person why was I being held? No answer. I asked for a TSA Supervisor, which interestingly enough was the same woman that had given me no answer. Supervisor (b)(6) said that they had to investigate the matter of this "security threat." Again, I insisted this had nothing to do with me and I was being detained without cause, as well as the other 10-15 passengers who had already been properly screened. By this time, the TSA employees began yelling at me to "go with the program." So, I began yelling back that they were abusing their powers and their procedures were absurd. Every TSA employee insisted it was "procedure" but could not explain why this procedure required holding already screened passengers, who were not considered a "security threat."

By this time Burbank Police Department had also swarmed around the imaginary line into the gate area. Among them was Officer (b)(6) who was sitting at the security camera desk right before the imaginary line. He told me I could not go into the gate area. This provoked a question of whether the Burbank Police Department and authority or a TSA employee. I again asked why I was being detained. At first, he denied I was being detained and then after I asked to enter the gate area, he agreed I was being detained. I felt it was illegal, but apparently the TSA employee has the authority to detain me without cause. Moreover, I find out that the TSA employee has authority over the Burbank Police Department to detain people IN THIS AREA ONLY, yet has no authority to arrest and certainly no real abilities to prevent a true security threat from causing harm; they need the Burbank Police for that. This seems rather convoluted and chaotic if there were a true security threat.

I want to stress how much I understand the need for airport security after 9/11. I have family members that work or have worked for many government agencies, including Homeland Security and TSA. I also understand the need to have a workforce that follows rules, but it does not help when they are unable to explain what they are doing and cannot apply logic and rationality to their actions. This type of pseudo-law enforcement sycophant mentality breeds problems and already has in high profile TSA airport cases. There is a reason the American public is increasingly becoming frustrated with the TSA airport employees, and this is another example of that. In this situation, I was cleared as not being a threat, but was suddenly held as though I

I traveled yesterday from Los Angeles International Airport (LAX) to San Francisco International Airport (SFO) on United Airlines flight 703. I am writing to express my concern and dissatisfaction with the delay in screening and pat-down I experienced at Terminal 7. I proceeded through the Pre-check line after presenting my boarding pass and driver's license for identification. As usual, I activated the alarm due to a titanium hip implant associated with hip replacement surgery in 2004. The agent named (b)(6) called once for "male assist," to which there was no response. Sensing there was no response to his call, I expressed concern to him that he had not called a second time for "male assist." Sensing his lack of response to my concern, I asked him to call for a supervisor. After some delay, a supervisor named (b)(6) did appear, advising me that the TSA checkpoint was short staffed at that time, that agents performing pat-downs had to be certified to do this, and that someone would eventually take care of me. (b)(6) offered to relieve (b)(6) so that he could pat me down, but (b)(6) said he did not want to pat me down. Another agent appeared, and we proceeded with the pat down.

My general complaint is that this process took 20 minutes or more instead of the usual 5-10 minutes. I do not think that TSA checkpoint staffing issues should become my issue. My specific complaint is that (b)(6) did not make enough effort to get me a timely pat-down process as I believe he could have and should have down.

8/6/2013 10:24:21 AM

Please understand that I pass through that same TSA checkpoint once or twice weekly, so I have a good idea of function and timelines for processing a traveler that activates the alarm.

With concern and dissatisfaction, I am

Very truly yours, (b)(6)

--

(b)(6)

Los Angeles CA 90045-4202

(b)(6)

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

8/6/2013 12:26:34 PM

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

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

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

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

Caller has a complaint. Caller and spouse flew from Denver June 15 and caller said she packed everything correctly. Callers husband was with her purse while caller was being screened. Caller said there were 4 agents and they told her she would have to be xrayed. Caller said she had to stand with her arms above her head. Caller had on capri pants and a thin silky material jacket thing over her tank top. Caller said she went through the AIT and the TSO sent her over for a patdown. Caller was told they did not know why she was told to do the patdown because the TSO they sent her to, did not see anything on the screen. Caller would prefer a patdown anyway. Caller said one TSO asked her to remove her top (her jacket). Caller said this TSO took her top away and when the TSO brought her top back, her top was filthy dirty. Caller asked the TSO what he did to her top. Caller said the TSO said he put it through on the belt. Caller complained and the TSO just shrugged his shoulders. Caller said she could not believe the TSO put her top in a bin where peoples dirty shoes had been. Caller said she complained because she needed to wear this to get to her destination, but now it was too dirty to wear. Caller was flying from Denver to Utah to Fargo. Caller said she went to speak to the supervisor, (b)(6) at the south location at 16:00. Caller said she told him she felt like she was going to cry and (b)(6) told her to go ahead and cry. Caller said the TSO that took her jacket told her that she should have been more worried about what was on the floor instead of in the bins. Caller said she filed a complaint while she was at the airport, but they did not write down anything and told her to call the TCC. Caller said the people she complained to were very rude as well. Caller does not have email.

8/6/2013 3:48:54 PM

Airport Denver
Airline Delta
Flight numbers DL3469
Date and time of incident 06 15 2013 4 pm
Baggage tag number N A
Description of bag, color, style, size, brand N A
NOI with Writing N a
Terminal or Gate South
Contact information (b)(6) - home phone, caller does not have email

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.

-----Original Message-----
From (b)(6)
Sent: Tuesday, August 06, 2013 3:11 PM
To: TSAExternalCompliance@dhs.gov
Subject: Screening Issue at Orlando International

8/6/2013 4:11:07 PM

As a result of breast cancer my wife has had multiple x-rays recently and when travelling asks to opt out of the electronic screening process. Departing this morning from MCO she expressed her desire to be patted down as opposed to the electronic screening. The TSA agents on duty were non responsive and when she pressed the issue she was told that she would have to step to another area for the pat down. Her carry on baggage had already been processed and she asked if she could take them with her, the answer was that she could leave them on the belt and pick them up later. This would have left her baggage unguarded during a very busy time of day, she was told that they had video cameras covering the area. This would only help after the fact if anything was missing or tampered with when she returned. I cannot believe that this is within policy, my understanding that you needed to be with your belongings at all times. This was not an isolated incidence I noticed several other passengers requesting to bypass the scanners being pushed off to a holding area and forced to wait for extended periods. This all links to a lack of supervision, a lack of any form of customer service and potential violation of TSA regulation.

(b)(6)

8/6/2013 4:11:13 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 8/6/2013 3:50:10 PM Airport : LAX - Los Angeles International Date/Time of Travel : 08/05/2013 2:00 PM Airline & Flight Number : American Air # 1278 Checkpoint/Area of Airport : Security TSA Employee: (If Known) (b)(6) Mgr Comment : My wife has a TIA (stroke)within the year and hip replacement this Spring. She entered the security area and explained she had a hip replacement. The agent &quot(b)(6)quot; demanded she remover her shoes and submit to a patdown. My wife requested the screen to disclose the hip replacement and tried to show she is age 78 (May 2013) Agent (b)(6) refused the screen, told my wife to complain to the Federal Government, required shoe removal for someone over age 75, demanded she leave her shoes 15-20 feet away and walk barefoot to the patdown area. Further agent (b)(6) said there was no such machine to view the hip replacement as the funding by the U.S. Government was insufficient and inadequate for TSA. When husband (I) requested her name to complain of the rude and offensive behavior to my wife Agent (b)(6) covered her name tag with her hand and refused to show her identification and stormed away. She said "I'm (b)(6) ". I complained to Manager (b)(6) who explained LAX for American Air does have the machine scrutiny my wife asked for and tried to explain away the rude behavior.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/6/2013 5:43:59 PM

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

Advised caller:
If a passenger has an internal medical device, such a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

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

8/6/2013 6:05:59 PM

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

August 6, 2013

Transportation Security Administration

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

Multicultural Branch

701 South 12th Street

Arlington, VA 20598

To whom it may concern:

It had been several years since I have flown, and the last time I went through security you all had the old metal detectors. I am very cautious when going through security at the airport, always waiting for instruction from the TSA agents to give me the go ahead to continue through the designated area. I never want to do something wrong, because I know how serious airport security is. I waited on the other side of the new scanning devise, and the agent never instructed me to enter the machine, she simply stared at me, so I continued to wait in fear of going too soon and getting yelled at. Eventually, I asked if she was ready for me, and she replied, "Do I need to go get security!? Are you really going to hesitate and be uncooperative??" I said, "No

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date Time : 8 7 2013 9:47:11
Airport : Select One
Date Time of Travel :
Airline Flight Number :

8/7/2013 10:05:32 AM

Checkpoint Area of Airport :
TSA Employee: (If Known) :
Comment : Yesterday while at SAT we had to keep our boarding pass in hand to have a second viewing of it after we were scanned, thus slowing down the process. Why is that? We had just shown it 5 seconds earlier 10 feet prior to the scanner. No one a the check point could provide me an explanation and refused to answer my question.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Caller is taking a new puppy through the checkpoint. She does not want to go through the AIT machine, as she referred to as the cooker, nor her dog. She wants to know how the dog will be screened while she is being patted down, or groped as she referred. Caller was very mad to hear the rules.

Advised caller:

8/7/2013 11:36:48 AM

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

(TSA) security procedures do not prohibit travelers from bringing a pet on their flight. However, travelers should contact their airline or travel agent before arriving at the airport to determine any airline's policy on traveling with pets. TSA requires that all animals and associated property are screened prior to boarding.

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

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

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

If you believe you were discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition or have a claim of racial discrimination. Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

8/7/2013 2:38:01 PM

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

Advised I would send her the instructions for filing a written formal complaint.

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

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

Gave the caller the following info:

8/7/2013 3:41:48 PM A breast cancer survivor who wears breast prostheses, has mastectomy scars, wears head coverings or a compression sleeve may want to inform a Transportation Security Officer (TSO) of her needs before screening begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http: www.tsa.gov sites default files publications disability_notification_cards.pdf Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

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

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

8/7/2013 8:05:23 PM Also in Portland, they have the option to go through the body scanner or the metal detector with no pat down if it is cleared. I felt punished in Oakland's Airport for opting out of the body scanner. Not only did I have to wait in a separate line, I was expected to be pat down regardless as to whether or not the metal detector went off or not (it didn't in my case). I waited 15 minutes out of sight of my valuables and personal items including my boarding pass, ID and laptop for someone to become 'available' to pat me down. When I asked agents around me if I could watch my stuff or how long it would be, they told me too bad -- I have to wait and they walked away. Meanwhile, agents were chatting with each other. When I finally did get through the metal detector, I was thoroughly pat down. I felt physically violated.

I do not feel safer knowing that this is a requirement of the Oakland airport. I would rather spend more money flying out of other local airports than dealing with being treated like I am being punished for not going through the body scanner.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

What happened?

Tuesday 6 August 2013,Houston Hobby Airport Southwest Airlines.

Before I entereed the xray machine I remembered that I forgot to remove my wallet from my pocket. I took it out and tried to get the attention of one of the TSA personell as to what to do. They were rather busy talking to each other and paid me no mind. I went ahead and put up the arms and waited for the agent to operate the machine. when I thought she had, she said rather rudely "You moved! Don't move!" She finally apparently returned to her proper task and I got through the machine,when another male agent finaly noticed the wallet and sent it back for the xray. While waiting, the male agent kept asking me "What did you say? You got Problem with the way I do Things?" As I had said nothing this agent made me feel very uncomfortable and uneasy. The Male agent kept asking "What did you say?" What did you say?" You got aproblem with

me? To which I did finally respond by saying "Not Yet". I thought it best to end this ridiculous episode and went on to my gate. I felt that the agent was excessively rude and felt the additional pat down after the xray was unecessary.I beleive that my privacy was somewhat violated. This agent puts the worse face on your agency and is a poor representative of it.

8/7/2013 8:05:31 PM

When did this happen?

0900 August 6,2013 When pasing through x ray machine

Where did this happen?

Hobby Airport, Houston, TX

Who treated you unfairly?

Hello,

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

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

Thank you very much for your help.

8/8/2013 8:28:19 AM

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

(b)(6)

Boston, MA 02215

(b)(6)

Caller has 2 complaints against 2 TSA officers regarding screening, the first incident was in SFO, he flew on 8-6 and didn t understand going through the AIT why the officer continued to with an open hand rub him across his backside 4-5 times. The TSO kept asking what was back there and it was the band of his underwear, he found it offensive as if he was groping him. Departed 8:15 PM to LAX, Flight # not available, Gate # 44?

Second complaint was as an employee of Delta when leaving Palm Springs yesterday the document checker told him a SIDA badges isn t an acceptable form of ID and asked for another form of ID. Caller said he has used before without any problem. Stated the TSO didn t even know what the SIDA badge was.

Response:

8/8/2013 9:56:37 AM

Provided to caller:
SFO is one of these airports which, although regulated by TSA, is not staffed by a Federal workforce. To address your concerns, you should contact the SFO contractor, Covenant Aviation Security, directly at:
Covenant Aviation Security
Attention: Claims Department
1350 Old Bayshore Highway, Suite 540
Burlingame, CA 94010
Because your complaint concerns an incident that occurred at SFO, we have forwarded a copy of this e-mail to the Customer Service Manager at that location.

Explained to caller the TSO always has the option to request a second form of ID regardless of what is presented initially.

8/8/2013 10:02:51 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Missing or Damaged Items in Checked Luggage Current Date/Time : 8/8/2013 9:16:58 Airport : DCA - Washington Reagan National Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : As usual, TSA shows poor manners, a miserable attitute, and poor care of a passenger's items. They managed to tear my handbag and badly banged my computer. When I asked them why it is that I seem to always get additional screening, I was rudely told it was procedure (it's profiling, let's talk straight). When I asked to not go through the nude scanner since I know a passenger can request a pat-down instead and since the health repercussions of these scanners is not tested, I was rudely told no. I'll just stop flying at this rate, so wonderful job TSA.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/8/2013 10:53:55 AM

Caller doesn t have a computer. She had a disturbing experience coming back from Iowa. She wants to suggest that these people whom are checking passengers should advise that they have to remove their jewelry. Caller went through the equipment. They advised caller that should have removed her jewelry. She was given the choice of going into a private screening or having the pat-down performed in public. Caller chose to have the pat-down done in private. Caller advised that she had no problem in TPA.

When and where did this occur?

This occurred Des Moines on Sunday about 0930. The man in charge was very nice. The screeners were cold and indifferent. They should have told her to remove her necklace. She doesn t like having the pat-down performed.

I advised caller that I would forward her comments to the CSM at Des Moines for review.

TSA Contact Center:

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

Sincerely,

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

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

8/8/2013 12:07:57 PM

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

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

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? yes
Religion? yes
Caller said that his 13 year old daughter traveled alone on Sunday and she went through the full body scan.Caller said that after the body scan that she was pulled aside for a patdown. Caller that you did on or the other. He wanted to know what she was patted down. He said that same thing happened to his nephew and this is questionable.

Resolution:

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

8/8/2013 1:07:48 PM

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

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

Call this number back choose option 5 code 745.

From: (b)(6)
Sent: Thursday, August 08, 2013 12:25 PM
To: TSAExternalCompliance@dhs.gov
Subject: flight 2103, Aug 6, 2013 GRR

July 27, my husband and I flew AA out of Lubbock TX to Grand Rapids. There was no incident in Lubbock.

8/8/2013 2:10:27 PM

Aug 5, we flew flt #3077 AA out of GRR to Dallas DFW. I was patted down, because I had metallic thread in my shirt, TSA employee's, knew right off, it was my shirt. I don't consider that an incident. But, getting thru the check point was ridiculous. A ridiculous amount of people and ONE person checking ID's and boarding passes.

Aug 5, flt. 3077 plane was 40 min late on take of in GRR, then at DFW we sat 30 min. on the tarmac and another 10 min until someone brought the exit ramp to the plane. We missed our connecting flight to Lubbock, therefore we had to stay over in Dallas to board the next morning, with no change of clothes.

Aug 6, we flew AA out of DFW back to Lubbock, TX. I was patted down again, because I had to wear that same shirt.

This is my real complaint: after the pat down, they wanted to search my bag. A woman, with blonde hair, ask me "Is there anything in here that might hurt me?". I said no and the same bag had been screened hours before in Grand Rapids. She said "Michigan has their own problems". She pulled the top half of the bag out and piled it up, then focused in on my makeup bag, which had no liquid in it and moved on to a small, hanging bag, with clear, less than a quart, pockets. She said " O, look at all those liquids" in a shameful tone, like I was 5 yrs old. I told her that everything there was a travel size. There was two small aerosols and a stick deodorant along with contacts & teeth stuff. She began taking items out and putting them in a quart bag.
Disability Description: Callers son has a g tube and has liquid nutrition.

Information Request: Is she permitted to take her sons formula for his g tube in carry on.

Response Details: I apologized that she did not have a positive experience at the screening checkpoint and provided her with the contact information for the CSM so she will be able to contact them about the experience she had at screening checkpoint at PHL.
(b)(6)
Phone: (b)(6)
She stated that she would prefer that I forward her complaint to the CSM and she will wait on the reply.

8/8/2013 2:59:25 PM

I also advised her that anytime she is at the screening checkpoint and has any issues she can ask to speak with a PSS and they will be able to further assist her.

If she needs assistance with her son getting through the screening process she can contact TSA Cares 72 hours prior to her flight and we will be able to forward her request for assistance to our Disability specialist at HQ.
She is permitted to take medically necessary liquids in carry on and will need to keep them separated from the other carry on items and declare them to the TSO for screening at the beginning of the checkpoint.
Email not sent.

Incident Details: Caller flew from PHL last night 8 7 13 at 8:00 pm. On the way to Philadelphia she got patted down for having formula that she did not want opened and she was fine with that. On the way home the TSA agents in PHL made her stand outside the scanner 10-15 minutes while they decided what to do with her. Her son was in a stroller and she told them that she could take her child out of the stroller for screening but he is not able to walk. The officers then took her around the scanners and told her that she would have to have a patdown. She stated that she did not get the option to go through the AIT screener and told her that she would have to have a patdown. She told the officers that she did not want a patdown and they told her that since she refused to go through the AIT screener she would have to go through a patdown. She advised the officers that she did not get the option to go through the AIT screener and they threatened to call the police on her. She is very upset due to this incident.

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

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

8/8/2013 3:04:38 PM

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

I told him this probably would not help his wife because this screening also includes using the technology for screening, she would still have to have a patdown for screening.
I explained to him we can never assume any one passenger was fine to go through without screening, we have to make sure everyone on the plane was safe to travel.
Disability Description: The caller did not specify a disability but indicated that because of a disability, he normally doesn t remove his shoes at the checkpoint.

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

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

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

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

He may be contacted by phone.

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

8/8/2013 3:14:38 PM

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

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

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

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

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

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

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

TSA Contact Center:

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

Sincerely,

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

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

8/8/2013
4:03:04
PM

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

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

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

Hello.

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

Thank you.

(b)(6)

My original email, sent last night, August 7,:

Hello.

8/8/2013 4:03:41 PM

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

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

Thank you very much for your help.

Your response, received today, August 8:

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

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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 8/8/2013 1:54:17 PM
Airport : XNA - Northwest Arkansas Regional Date/Time of Travel : 08/08/2013 7:05 AM Airline & Flight Number : 3014 Checkpoint/Area of Airport : AmEagle Security gate TSA Employee: (If Known) :
Comment : After having to get soaking wet from the heavy rain while running from the car rental return parking lot to the check in counter, I had to be humiliated in front of everyone. I was told that because I was soaking wet, I threw off the machine and was to be searched by being pat down, to include between and under my breasts. Not even offered privacy of any sort! By the way, I am a U.S. Army captain with almost 11 years of service, hold a top secret security clearance, work at the Pentagon, and was on travel orders. I mean, seriously, I was already humiliated by being soaking wet and cold in the airport and then to be further humiliated by this action was just absurd! I hope to never have to experience that again!

8/8/2013 4:04:03 PM

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

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 8/9/2013 12:14:41 AM

8/9/2013 8:19:23 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):LAX terminal 2; screener named (b)(6) August 8, 2014 at approximately 8 pm.
Comments:When I asked to opt-out, the agent at the screening machine rolled his eyes and said the machines are new. He continued to talk me out of the opt out. The agent who performed the enhanced patdown then proceeded to dig into my crotch in a truly alarming manner. I was afraid to protest, but I did note her name was (b)(6) I have opted out every time I have flown, but this is the first time I have been subjected to this aggressive and intrusive of a search. This molestation, coupled with the aggressiveness of the first TSA agent, leads me to believe that travelers who opt out are being punished by agents. I want an investigation and follow up from TSA.

8/9/2013 8:20:29 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 8/8/2013 10:54:46 PM Airport : LIT - Little Rock National Date/Time of Travel : 08/08/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : While going through security this morning, I requested a pat down. I am 6 weeks pregnant and my doctor recommended I bypass the scanning machine. When I said this to the agent, he attempted to talk me out of the pat down, telling me that the machines are safe and my doctor was overreacting. It was uncomfortable and not appropriate.
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

8/9/2013 9:06:45 AM

Caller wants to complain about discrimination at the Phoenix Airport. Caller stated she was discriminated because of her ethnicity while she was having a patdown.

Advised caller I would transfer her to the MB department that would be able to assist her.

(b)(6) The caller was transferred to MB : The caller stated that she felt as though she had been discriminated against based on race, as she was asked by a TSO after having when through screening if they could touch her hair that was braided. The caller stated that she is African American and feels this is the only reason she was asked to do this as no one else that she has seen go through screening has required their hair to be patted down.

Advised caller: I advised the caller that in order for her complaint to be considered official she would need to file it in writing. Advised the caller that she could file her complaint by mailing it to : Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

The caller was unwilling to provide her email address.

8/9/2013 9:44:18 AM

The caller states that he does not want to go to the airport and make a scene but he is upset.

On 17 July he was traveling with his wife and 2 grand daughters ages 15 months and 6 years old. During the screening process the stroller had a foreign substance alarm and patdowns were conducted on both he and his wife at the checkpoint. They had 5 bags between them.

During the screening his hearing aid was lost. The TSO kept insisting that he had his hearing aid. Ultimately an additional patdown was conducted including emptying of pockets to determine whether or not he had the hearing aid. Eventually they reviewed the tapes and it was determined that the hearing aid went through the x ray machine.

The caller filed a claim and heard nothing back. He called in to the CMB on Monday and was told he would have a call back within 3 business days. Today is the fourth day and he has had no response.

He is upset because he is going to lose his part time job if he cannot retrieve or replace his hearing aid.

I told the caller that going to the airport and creating a scene would not likely solve his problem. I told him I would send the information to the passenger ombudsman for assistance since he has not had any response from CMB within the time frame he was told.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 8/9/2013 9:33:46 AM

8/9/2013 10:04:56 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):Flight#VX 231 virgin America, ohare airport gate L3
8-9-13. @7:40 am
Comments:T.S.A. Woman (b)(6) became fusturated because I requested a patdown instead of walking through the body scanner.
She made me throw away my toothpaste and my hair grease, but allowed my son to keep his. I felt humilated and singled out. And then she laughed at me.

8/9/2013 10:05:13 AM

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

8/9/2013 12:07:04 PM

Dear TSA:

Yesterday when returning from London Heathrow to Dallas/Fort Worth, I found when I went to the departure gate, that I was on a list which flagged my name for addition security measures, which included checking my shoes, looking at the bottoms of my feet, going through my coin purse and jewelry hold-all, entire handbag and back pack as well as a physical pat-down. This was not just a random, pick out the fourth or 10th passenger as they go through security sort of check, but something ordained by TSA in the USA since my name was on a check list sent to the security employees at the AA gate.

I am a member of Global Entry, TSA Pre-check, AA Executive Platinum flyer as well as 73 years old and am just wondering what provoked this additional check. Is it something that I've done or not done and how do I avoid this in the future or is that not possible?

I'd appreciate any clues that you can give me. Fortunately I was at the gate early so other than discomfitting, I wasn't really inconvenienced but there were quite a few young people in the extra security line after me If this is likely to happen again, then I'll make sure to plan to be at the gate earlier than I normally would be.

Thank you in advance for your answer.

(b)(6)
Austin, TX 78759

HYPERLINK (b)(6)

8/9/2013 3:35:48 PM

(b)(6)
The caller wanted to express her disapproval of the patdown process conducted on passengers, indicating that TSOs molest passengers. Also, she called the process unconstitutional.

Advised Caller:

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.

Dear Sirs,

I have a total left shoulder replacement, which includes titanium and other materials. Since I have had 5 major surgeries on that shoulder, it is very tender and painful.

I also have a spinal fusion, which includes titanium and other materials.

Contrary to popular opinion, including within the TSA, and based on my ample traveling experience, the traditional scanner at the airport PLUS the newer full body scanner WILL DETECT my prosthesis. As a result, 70% of the time I am subject to painful and humiliating searches. Painful because TSA agents make me lift my left arm and they touch my shoulder, and humiliating because TSA agents, complete strangers, wind up touching my private areas, including genital areas. This is humiliating to me.

8/9/2013 8:15:15 PM I travel very frequently as a network engineer for a large technology and communications company. I am therefore seeking your help to find solutions to my predicament, which is that I must travel because of my work but I can no longer tolerate the pain and humiliation of being groped by TSA agents.

Sincerely,

(b)(6)

Because

Sent from my iPad

Dear Sirs,

I have a total left shoulder replacement, which includes titanium and other materials. Since I have had 5 major surgeries on that shoulder, it is very tender and painful.

I also have a spinal fusion, which includes titanium and other materials.

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Sincerely,

(b)(6)

Because

Sent from my iPad

(b)(6) is calling regarding a complaint that she has made during a previous call against TSA. She was told that she would be contacted back regarding her complaint. She hasn t been contacted back. This incident happened at Washington-Dulles International. She is very upset.

Advised the caller:

Apologized to the caller. The complaint was sent to the incorrect CMS. Gave her the contact information for the CSM at Washington-Dulles International at 703-662-2222.

Previous call:
Event Id: (b)(6)

8/9/2013 8:34:34 PM

Caller flew from IAD to SFO recently. The name she got at the checkpoint was (b)(6). She does not know if that was the TSO or her supervisor. She declined to go through the AIT because she is pregnant. She has a history of repeat miscarriages. Her doctor recommended that she does not use the AIT. When she requested this the TSO rolled her eyes and walked off to get her gloves. She started snapping commands at her. She took her to the center of an open area where everyone could see her be patted down. She never asked her for a private screening. She did not warn her and ran her hand up her inner thigh and, in the callers words: rammed her hand into her vagina. She said that was a little high. The TSO said she had to go until she met resistance. She did the same thing in the front. She walked off to test her gloves for explosives and came back and wished her a wonderful flight. A couple passengers who were watching gave her husband business cards and said they would be witnesses if they decided to pursue a lawsuit. She is deeply traumatized. She is going to the ACLU. She is utterly disgusted by how TSA is treating people. The fact she has to worry about getting groped is ridiculous. She wants me to guarantee that this will not happen on her upcoming flights.

Response:
All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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

I told the caller she can contact the CSM at IAD, SFO, and PHF by phone at:

Name: (b)(6)
Phone:

Name (b)(6)
Phone

(b)(6) is calling regarding a complaint that she has made during a previous call against TSA. She was told that she would be contacted back regarding her complaint. She hasn t been contacted back. This incident happened at Washington-Dulles International. She is very upset.

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I told the caller she can contact the CSM at IAD, SFO, and PHF by phone at:

Name: (b)(6)
Phone:

Name: (b)(6)
Phone:

8/9/2013 9:19:50 PM

Sirs:
On Wednesday evening,August 7, I was traveling thru the Philadelphia Pa. Airport on U.S. Air. We were told there had been a security issue on an incoming plane. As a result my flight from Phoenix Az. to Philadelphia was delayed about 2 hours. I was scheduled on a connecting flight from Philadelphia to Islip, New York. This flight was leaving from the "F" concourse. I arrived at the "F" concourse security check point. No other travelers were present at that time.I immediately put my bag on the belt. As I entered the security enclosure, I noted that the security agents were ignoring me and involved in a conversation, talking and laughing with each other. I stood there for a moment, and after what was clearly an inappropriate amount of time to have been left standing there, I motioned to the agent . I said I needed to get to my fight, and that I needed them to proceed with this security check. At that point, agent (b)(6) sauntered over to me, and in the most aggressive, hostile and threatening tone,said " ya wanna say that again lady?", along with additional threatening language. I repeated that I had a flight that I need to get to. The agent standing next to her began laughing! She began to slowly direct me to put my feet on the yellow marks where they already were. She then directed me to raise my arms, which were already raised. She them left me staining there in that position while she and the other agent laughed!. It was clearly in an effort to further harass me that she then did a pat down on my "bare" arms. The tall male agent, whose name I did not get, continued to laugh while your agent (b)(6) continued to be verbally abusive.
As a result of their intentional delay tactic, I missed my flight and had to reroute.
These are the people hired by TSA to protect our traveling security! Where are your standards ?
Why aren't these people who are clearly unqualified to hold these positions allowed to remain in these jobs while they demonstrate their lack of qualification?
My letter is being sent, not only because I was the object of verbal abuse, but because (b)(6) and her associate are clearly a threat to our travel security.
I will continue to make the necessary authorities aware of this incident .

I look forward to your response and explanation.

Sincerely,
(b)(6)

Sent from my iPad

Disability Description: The caller is autistic.

Response Details: Advised Caller:

I apologized to the caller for the confusion at the checkpoint, and indicated that the formal complaint must be placed in writing.

The Aviation and Transportation Security Act (ATSA) established the Transportation Security Administration (TSA) and mandated deadlines for enhanced security measures that require all checked baggage undergo at least one form of screening. Depending on the available screening equipment of an airport, checked baggage may need to be opened for hand inspection to clear an alarm.

At some airports, checked bags are screened outside of public view. At these airports, airlines take the passengers bags at check-in and place them on a conveyor belt behind the counter where passengers will no longer have access to them.

At other airports, airlines instruct passengers at check-in to carry their bags to a nearby screening area.

8/10/2013 9:08:08 AM

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 offered to e-mail this information to the caller, and he accepted.

Additionally, I forwarded the record to ODPO.

Incident Details: The caller flew from DEN to EWR to Brussels, Belgium, and he had an unpleasant experience with the screening process. He indicated that the TSOs were extremely loud, and screamed at the passengers. The passenger explained that this causes emotional distress for travelers diagnosed with autism. While at EWR, a TSO asked him what line he wanted to be in. However, the passenger was not aware of which line he should proceed through. The officer repeated the question several times, but would not explain the differences between the line. Finally, he just told the passenger which line to enter. (b)(6) explained that no officers in either DIA or EWR seemed trained in the methods of assisting passengers with autism. Additionally, he found that his computer was broken while in his checked luggage, but there was no NOI. He placed the device in his checked luggage due to an incident in 2010 where he was unable to take the computer through the security checkpoint because he was asked to turn the item on. Unfortunately, the battery was not working properly, and the officer informed him that the item had to be checked. When being screened at both airports, he also complained about the way his carry-on luggage was left out of his view. (b)(6) indicated that this also causes undue stress on passengers with autism. He requested that TSA train the TSOs in the proper manner to speak to passengers with autism, as yelling only serves to cause confusion and distress. Also, he wanted to know if passengers are allowed to watch their checked luggage be screened by the TSA.

While the caller wanted to file a written complaint, he indicated that it would be better for him to have the instructions e-mailed to him rather than explaining the information over the phone.

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

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Remote Client IP (b)(6)
Date Time: 8/10/2013 8:58:55 AM

8/10/2013 11:06:36 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Seattle Sea-Tac Airport, UA 1265
Comments:Hello,

TSA Agent badge (b)(6) tried to force myself and my family through the millimeter wave scanner against our will. It was clearly marked it was optional and I made mention several times if our intent. He repeatedly said it was mandatory. After pointing to the sign, he finally complied but not after humiliating me in front of other passengers (yelling at me to stand in a corner). This is unacceptable conduct and shows poor training and a lack of professional conduct. I felt compelled to record his badge number.

Additionally after our refusal, he then let 5 other passengers through the X-ray alone, which I have no objections too.

To the Director of Homeland Security

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

The following story explains how I found this out.

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

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

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

8/10/2013 1:09:06 PM

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

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

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

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

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

(b)(6)

(b)(6)

Greer, SC 29651
Dear TSA Contact:

According to your web site, "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. 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 [emphasis added]."

As the recipient of a full-hip replacement who has been given the full embarrassing and humiliating pat down on several occasions, I believe that your policy is both counterproductive and discriminatory, in that it wastes valuable time and manpower by singling out individuals with medical conditions for what I regard as invasive screening. The bottom line is that I am tired of being mistreated and regarded as a potential terrorist by TSA personnel.

8/10/2013 3:09:10 PM

I have noted that your agency will be implementing a TSA Pre?™ in the near future. In my mind, individuals with metal implants should be included as part of the pre-check program, and I also believe that since we're talking about medical conditions, such individuals should not have to pay for the privilege of being included in the program.

Sincerely,

(b)(6)

Southeast Regional Office, Atlanta

Caller flew Friday MSY-MDW aboard Southwest #1945 at 6:30AM. She is 82 years of age and alarmed the AIT which resulted in a pat-down. The pat-down was conducted by a female TSO approximately 30 years of age. The caller indicated the female TSO was either Hispanic or of Asian descent. Caller feels the pat-down was rather aggressive in nature and the young lady needs to be held accountable for the manner in which she touched her. Caller does not recall the gate or terminal she flew out of but did say this occurred between 5:30-6:00AM. Caller was advised the AIT alarmed due to something in her back pocket. Caller indicates her pants did not have back pockets. She was also subjected to ETD sampling of her hands.

Resolution:

8/10/2013 3:34:42 PM

Transportation Security Officers (TSOs) must conduct additional screening to resolve an an anomaly discovered during Advanced Imaging Technology (AIT) screening. Explosive trace detection sampling may also be used. TSA regrets your experience was unsatisfactory. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

8/10/2013 5:09:25 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Other Current Date/Time : 8/10/2013 2:58:06 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 06/20/2013 1:00 PM Airline & Flight Number : Alaska Airlines Checkpoint/Area of Airport : Family lane, checkpoint 6 I believe TSA Employee: (If Known) : Female employee Comment : I was travelling with my then 8 month old daughter and was in the family lane when this incident occurred. I only witnessed this incident and thankfully was not the one targeted by this specific TSA agent. The family ahead of us (mother, father, and child) were going through the security checkpoint and the mother declared her breast milk beforehand to the agent. She politely asked the agent if she could please hand check the milk instead of putting it through the machine as the agent was telling her to do. She said she did not want the milk to be subject to xrays and knew that her right was to have it screened personally. The tsa agent was incredibly rude to the mother, acted disgusted by the fact that she was being asked to handle breast milk and flat out refused for a few moments. She finally gave in but from there it got really ugly. From what I witnessed, the agent acted in a retaliatory manner and was so disrespectful to the mother it literally made me nauseous. She forced the mother to go through a lengthy pat down, all the while being so disrespectful to her and her husband, treating them as if they were suspects. I spoke to the husband briefly giving them my support and let them know that they were not in the wrong here. I too am a breastfeeding mom (I don't pump though, for reasons such as discrimination like this) and I read up on the rules for declaring breast milk at the checkpoint. They did everything right and they did it with class and respect. The way the mother was treated purely because she cared about her child's nutrition was appalling and still to this day it bothers me. It's been almost 2 months now and it still comes to my mind and makes me just as angry. I hope they filed a formal complaint with the agency and I really hope that that female agent was disciplined with more than a slap on the wrist. I am supposed to feel safe with your agents and now I don't trust them. Honestly I do believe she should be fired but I know that's not going to happen. She let the small amount of power get to her and used it to belittle a harmless mother who just wanted to care for her child. It makes me sick.
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

8/10/2013 7:10:08 PM

I am 77 years of age and have an implanted medical device (pacemaker) in my body. On the advice of my cardiologist and the manufacturer of the device I do not pass through the TSA screening machines. I request and obtain a pat down at every airport I pass through. The procedure at my two home airports is for the TSA agent to perform the pat down on my body and then swab my shoes and pass the swabs through some machine. I am never asked to remove my shoes. Recently I passed through the Newark and Cincinnati airports where I was told because I had requested a pat down that I had to remove my shoes. I challenged both requests and was told by a supervisor that removing my shoes regardless of my age was the correct procedure. Obviously, you can see my confusion. Please tell me the correct procedure for a 77 year old man with an implant who requests a pat down?
Thank you for your cooperation with this matter.

Respectfully,
(b)(6)

8/11/2013 1:14:09 PM

Dear Sir or Mad'am,

Is the policy regarding the removal of non-metal belts supposed to be consistent across U.S. airports? At ATL and SAT, passengers are allowed to wear non-metal belts through security screening. However, at BOS, passengers are required to remove non-metal belts and receive a pat down inspection even though the full body scanner does not alarm on the belt. I'm not concerned about having to remove the belt, but instead with the apparent inconsistent application of this policy.

Caller wondering about precheck has global entry and GE number has been put in on every ticket she orders. She doesn't have any issues unless she flies with United. Caller has flown about 11 times with United and never gets Precheck from them. Yesterday she did not alarm any machine and she got a pat down, she stated the TSO said it was because she was wearing a dress at LA and she has never heard of this before. United Airlines tell her that she has been selectively dis-enrolled everytime she tries to go through precheck. Caller stated her last flight was yesterday.

Asked caller which airport has she flown out of LA and Washington Dullos. Advised those are participating airports. Advised caller that I would escalate this up to the appropriate office.
Asked caller if it has been 72 hrs since last or next flight.
Advised caller that I will get some further information from her to escalate this issue so it will be investigated further.

8/11/2013 3:03:09 PM

1. First Name:(b)(6)
2. Middle Name:(b)(6)
3.Last Name:(b)(6)
4.Date and time of flight: 8 10 13 arrived at 4:00am- she was in TSA screening at 5:00 am
5.Departure airport: LAX
6.Airline: United Airlines
7.Flight number: doesn t have flight number,Terminal 6
8.Reservation Confirmation number:Not Provided
9.Method of participation:did you opt-in through your airline as a frequent flyer or are you a CBP Trusted Traveler? Through Global Entry
10. Method of reservation- travel agent, travel web site (ex: Orbitz or Expedia) employer s travel-booking system, airline website, airline, agent etc.-Not provided
11. Trusted Traveler and or Frequent Flyer number:(b)(6)
12. Redress number (Optional)
13. Arrival Airport (destination): Washington Dullos (IAD)
14. Email Address:(b)(6)

8/11/2013 5:06:45 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 8/11/2013 3:01:38 PM Airport : PIT - Pittsburgh International Date/Time of Travel : 08/10/2013 11:30 AM Airline & Flight Number : US Air 3903 Checkpoint/Area of Airport : Security Screening TSA Employee: (If Known) :
Comment : First, the lines at 10:10 am (when I went through screening) were extremely long. Only two TSA agents were checking documents. The woman who checked mine was very rude, not responding to greetings or other types of polite discourse. Next, I had to go through the AIT. Those machines have been thoroughly discredited and their use discontinued at many airports. I don't know why PIT does not keep up with current policy. When I got out, a TSA agent got right up in my face and said she had to pat down my breast area, not explaining why beyond that metal was detected. I pulled down the neck of my tank top slightly to show her I had a sports bra (a VERY COMMON STYLE OF BRA) with a front hook and eye closure. This closure type is a VERY COMMON ONE. She got very hostile and pushy with her hands IN PUBLIC and insisted on touching me very inappropriately. I wanted to cry! And because I touched my shirt I had to have my hands wanded in front of hundreds of people!!! She did not apologize for her rudeness, either. I spoke with a (male) supervisor afterwards and he said the further checks happened because I set off an alarm. I told him that I always wear this bra while traveling and I have NEVER set off an alarm and that maybe the image database needed to be updated. He said he would speak to the agent about her deplorable attitude and snippy rudeness, but I don't trust him.

What happened to me was despicable and totally unnecessary. Don't trot out that tired trope that it is necessary for national security. It isn't. Recall what a Pennsylvanian said many years ago: "Those who would give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety." My civil rights were infringed and privacy invaded because you have agents who are poorly trained, rude, and who definitely should not be interacting with the public.
Would you like a response? : True
Passenger's Name:(b)(6) PhD Phone Number :
Email:(b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/12/2013 8:13:56 AM

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

Thank you,

(b)(6)

Sent from my iPhon

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

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

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

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

8/12/2013 9:53:29 AM I explained because she did not declare her LGA s she had additional screening.

She was not satisfied with the explanation given.

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

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

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

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

From: (b)(6)
Sent: Sunday, August 11, 2013 9:43 PM
To: TSAExternalCompliance@dhs.gov
Cc: (b)(6)
Subject: Complaint

Dear Sir or Madam,

8/12/2013 10:01:32 AM

I was traveling on American Eagle on the morning of August 10, 2013 from Madison, WI to Dallas Fort Worth, TX. As a pilot for American Airlines I am continually exposed to excessive amounts or radiation from sun spots, high altitude flying, medical x-rays, etc., and try to limit my exposure whenever possible. When going through security in MSN I advised the screener I wished to opt out of going through the full body scanner and wanted to be processed through the magnetometer. I was told that was not an option as I was not wearing my pilot uniform but still had the chance to go through the full body scan. When I indicated I would go through the pat down procedure the screener was not happy and seemed irritated that he had to go through the whole screening process with me. After he was finished running his hands over my clothes and luggage he went around the corner to put his gloves in the machine that detects explosive material. The alarm on the machine went off indicating I needed to go into a room for secondary screening. After the second screening the screener put his gloves in the same machine and it did not go off. They then searched my luggage and said I was free to go. When I asked the supervisor why the machine went off the first time and not the second he said that it happens "all the time" and if I had a complaint I should write a letter saying you should get them better equipment. I asked if it went off "all the time" how does he know that the machine is not malfunctioning and that I really was a potential threat. He didn't have an answer for me. I also indicated to him that I thought the first screener had done something to make the machine go off the first time. He scoffed at the idea and said he was sure it was due to the poor quality of the equipment they were working with.

I would hope that you still have the tapes for MSN on the morning of August 10th, 2013 at approximately 6:00 a.m. I believe the first screener was upset that he was required to do his job and he purposely made the machine go off so I would have to go through a secondary screening. The supervisor and the 3rd screener were courteous and professional. The screener who gave me the first pat down, however, seemed to be typical of the type of TSA worker that we are warned about in our security classes at American Airlines and have come to hear about so often in the media.

Caller traveled recently and had a NOI inside.
She is curious about how bags are chosen.

All checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.
Bags can be chosen at random at any time.

She had a NOI from Minneapolis and it was fine but ATL did not open her bag.
She stated ATL does not have that liquid rule either.

Told her all of TSA has the liquid rule so ATL has that too, if carry on.
Some screening may vary but the 3-1-1 is the same at all airports.

8/12/2013 10:22:35 AM

She asked if a nail file in checked caused the search.

Told her bags can alarm for a number of reasons too numerous to say.
Sometimes it can be due to overpacking or lotions etc. It is not a problem but we must open to clear the bag.

The TSA agent touched her should as she walked out of the AIT Machine.
The Officer said may I touch your shoulder and she let her.

She said the only thing on her shoulder was her bra strap.

Told her I cannot say but it could have been an anomoly and that was the way of the Officer preventing her from having a patdown.
It may have been the catch on her bra strap.
Told she could have asked the Officer a question.

She was satisfied.

Caller stated she wants to file a complaint against a TSA employee. It was regarding something that happened at the checkpoint. She stated the TSA employee was the rudest she has ever encountered in her entire career.

Person involved - caller (b)(6)
Phone #:of caller (Cell): (b)(6)
Airport: Orlando International
Airline: JetBlue
Flight #: 1294
Date: 8-9-13
She was the checkpoint at: 6:15 PM
Specific location - Terminal 1

Name of Officer: (b)(6)

8/12/2013 10:57:47 AM

She stated the officer was rude. She opted out of the AIT and asked the officer who was watching her bags while she was having a patdown.
She stated the officer said, Quote I do not know, it is not my job to watch your stuff UnQuote
She stated the officer was confrontational and obnoxious. She stated she could not see her bag while getting patted down and the officer was loud and yelling orders. The officer told her that she should not have pushed the bags through.

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.

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

She stated she did speak with a supervisor and he gave her the information to call us.

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

Caller said that she had an incident at PHX. Caller said that she made a report to someone by the name of Diego. Caller said that she has hip replacements and she did show them her medical card. Caller said that parts of her body were touched and things were uncalled for. Caller said that she was told that she would be touched in sensitive places. Caller stated the agent advised her that she can request a private screening, in which she refused because she was not comfortable going anywhere private with this lady.

Caller said that she placed her hand in her underwear and she was violated. Caller said that when she talked to Diego, he told her that JetBlue did not have scanners and a patdown was required. Caller said that her crotch was squeezed and her breast was grabbed.

Caller said that the agent threatened to call the police and have her arrested. She stated that she was crying and upset and she just wanted to get away from the agent. She said that this was a terrible way to end her trip and she is not sure that she will ever go back to Phoenix. Caller said that the workers need to be more sensitive and stop treating people like animals.

8/12/2013 11:35:46 AM

Airport- PHX
Airline- Jetblue 136
Date and Time- 8-7-13 11:38 PM was delayed a couple hours
Gate or Terminal- She thinks that it was Gate 5

Resolution:

Apologized to caller:

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

Caller already had the number to the CSM and she requested that I give it to her again. She stated she just called that number and she was rerouted to us.

Name: (b)(6)
Phone:

Caller stated that if someone needs to contact her by phone that they call her cell number which is (b)(6)

8/12/2013 12:04:30 PM

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

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

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

Date of Travel: Friday, 8/19/13

Time: 3:00 pm (peak Friday evening travel time)

Airport: BWI

Thank goodness I arrived at the airport with plenty of time to get to my flight or I would have missed it, courtesy of your TSA agents.

To begin with, there were three lanes but the majority of people were moving to two of the open lanes, and several of us were directed to the third. I quickly found out why:

8/12/2013 12:05:01 PM

There were no bins. The woman who had been "sent" for the bins, apparently needed to visit the manufacturer as it took her a good five minutes to finally show up with bins – that was the time I waited, the woman manning the X-Ray machine said "she is getting them", so I have no idea how long it actually took her but when she walked up with the bins, she looked like she was walking down the aisle at a wedding, step, pause, step, pause. It was absolutely ridiculous.

"Bin woman" then took over the X-Ray machine and took several minutes for the women to change seats – while travelers waited.

I was chosen for a pat down and hand and purse testing. I noticed immediately that my computer case was not on the belt. Surprise! It had been pulled off the belt and was on the floor by "Bin woman's" feet. I asked why it was on the floor and was told someone else would have to get it, I couldn't go behind the belt, nor could I get anyone to assist me.

Another woman eventually came over and said that I had left a bottle of water in the case. Seven minutes for a bottle of water? I apologized and told her to throw it away. My case was dropped on the floor and the woman walked away.

I asked for a supervisor and requested a customer service form and the supervisor's response? "What you want that for?"

I have been through many TSA checkpoints in my travels and can only say that BWI's staff has definitely hit rock bottom. It was obvious the clerks and supervisors were not at all interested in security or customer service, they are just putting in their hours to get paychecks.

The caller needs to fill out a complaint. He said his TSA agent made him miss his flight. He thinks he is being racially profiled because of his last name. He says that they were asking him questions like they were making him confess something. They took over an hour to verify his identity. They were calling a bunch of people to ask private questions about him and his security. They also questioned his friend about why they were traveling together and what they were doing. on the trip. They did not apologize for making him miss his flight and said this is the US and how it works.

His last name was not correctly printed on his boarding flight and they took him to ask him private questions. He showed his drivers license that did not match the last name on the boarding pass and his student ID did have the correct last name. This has not happened to him before. Delta gave him a free flight because of this.

He also had to have a full body patdown though he told them that he was missing his flight.

Advised caller:

8/12/2013 12:29:52 PM

If the name on the boarding pass does not match the government issued photo ID and the identity is able to be verified, a passenger may still have to have additional screening which can include a patdown.

Because you felt that you were racially profiled, I will transfer you to our MB department.

(b)(6)

Caller stated that he believes he was racially profiled by TSA due to the incident described above, based on his race which made him miss his flight. He said that he would like to take any recourse available. He also ask if he could take legal action against TSA due to the incident.

Advised caller that if he believes that he received disperate treatment at the TSA checkpoint based on his race, he may wish to submit a written complaint to the TSA Multicultural Branch for investigation. The claim must be in writing and clearly state the reason he believes he was profiled. Collected his email address and explained that we will send him information, called a request for information, detailing the information needed to determine if this incident rises to the level of a civil rights complaint.

Disability Description: The caller is a disabled veteran and he uses a cane. He stated that the last time he flew there was confusion on which line he needed to use. He stated that he was chewed out for getting in the wrong line at DCA. He stated that he has not gotten Precheck yet or completed the $85.00 process. He is flying tomorrow. He stated that he was told by a contractor to use the Precheck lane and a agent was very rude to him for getting in the wrong line. He stated that he has a Prostetic aswell so he has to use the AIT.

Information Request: He stated that he is flying tomorrow. He wants to know which line to use. He stated that he was apologized to by the agent that conducted his patdown. He stated that he does not want any special treatment or to make a deal of the incident that occurred. He stated that he just wants to know which line he can use.

I apologized to the caller for the manner in which he was treated. 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. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

8/12/2013 1:38:10 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.

I explained that we can forward his information to our wounded warrior program and they can actually escort him through screening. I explained that he can request a PSS from the Travel Document checker at the checkpoint.

Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less. Passengers may ask to be directed to one of these lanes when checking in with their airline or once they have reached the line used by general passengers.

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

It is important to know, however, that not every security line is managed by TSA, and that airport authorities or the airlines may oversee the line. Nonetheless, TSA, airlines, or airport personnel should honor a passenger's request to move to the front of the line. Passengers should inform the personnel overseeing the checkpoint line that they have difficulty standing or waiting in line due to a disability or medical condition before entering the line.

The caller wants to file a complaint. Caller said on July 29 she flew from ATL. Caller said said on her previous flight she did not have a problem, but in ATL the TSO insisted on patting down her hair. Caller said she told the TSO she had brain surgery and caller said the TSO told her they still had to do the patdown. Caller said the TSO acted like she did not care and did not believe her. Caller said she flew 3 other times and no one patted down her head. Caller said she has seizures and her doctor told her that her brain had not healed yet, which is why she was concerned. Caller said the TSO that did the patdown was a black female. Caller does not use a computer anymore and does not have an email address.

Airport ATL
Airline American
Flight numbers Caller does not know
Date and time of incident 7 29 2013 approximately 11 am
Terminal or Gate: Caller does not remember
Contact information (b)(6) - home phone

8/12/2013 3:03:40 PM I told the caller that the TSOs are required to treat everyone with dignity and respect. I told her she can request a PSS or ask to speak to a supervisor.
Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.
I told the caller I cannot send this complaint to every airport.

I told the caller to tell the TSOs about her medical condition before her screening begins. I also told her she can call the TSA Cares line 72 hours prior to travel to arrange assistance.
Travelers may call TSA Cares toll free at 1-855-787-2227

I asked the caller if she felt discriminated against.

The caller has a complaint against TSA security. She flys alot for her christian organization. She stated that for the first time she flew from Champagne to ORD to ATL. She stated that returning from the flight she had the AIT screening. She stated that she had to get a patdown on her head. She stated that she had brain surgery once and she has seizures. She stated that she told the TSO about this and she told her that she had to conduct the patdown of that area. She stated that there was not an alarm that went off, she just wanted to patdown her head. She stated that she almost had a seizure. She stated that she does not need to have a patdown of her head without a doctor present.

I advised the caller that her complaint has already been documented and sent to the CSM at ATL.

8/12/2013 3:41:38 PM There are several reasons as to why she could have received additional screening, including random selection or alarm resolution. If an anomaly occurs or an alarm occurs a patdown is used to resolve those alarms. Each airports technology could be different, depending on what is available at that airport.

She can contact the CSM at ATL regarding the matter:

Name: (b)(6)
Phone

Disability Description: Caller has a 10 year old with Autism.

Response Details: I apologized to the caller and told the caller that if you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so. She stated that they failed to accomodate her sons disability.

I also told her that parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child s needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

I sent an email about filiing a disability related complaint as well as information about passengers with Autism.

8/12/2013 4:26:50 PM Sent email.

Incident Details: Caller went through security at Dulles on August 11th at about 5:30 pm. She has a 10 year old with a disability. He has Autism. He always uses the AIT with parental consent. The TSA officer would not let him go through the AIT. The caller asked to please let him go through and he said that children are not allowed through. She said that the TSO finally let him go through but by this time her son was becoming upset. This was not the normal routine for her son so he ran through the AIT and there were anomalies on his chest and pocket. They had to pat him down so he became increasingly upset. She said that all she could was hold him down for the patdown. He was hysterical. She said that it took an hour to calm him down. TSA needs education on Autism. She said that they failed to accomodate his disability.
She had to get a supervisor over and told him that she had told the security officer in the beginning that her son always uses the AIT.
She also said that TSO s need to listen to the parents.

She is located in London, England.

Caller requested assistance on July 26 for a wheelchair disability. She is at the airport now and they will not let her through security the way she requested. The woman they are speaking to is named (b)(6) with Alaskan Airlines. (b)(6) does not know what TSA is does not know how to handle the situation.

8/12/2013 4:37:15 PM Advised caller:

Contact a PSS. Caller then handed the phone to (b)(6) (with Alaskan Airlines).

Supervisor (b)(6) responded that the passenger arriving in the wheelchair should request a PSS and explain their capabilities and limitations and if they cannot get out of the chair they would be pat down.
I was traveling out of Ft Myers last week and I have a question about screening. I was traveling with my 9 yr old son and wife. My son and I went through the metal detector. My very attractive wife was sent through the scanner. There was no reason for this other than the thrills of the man looking at the monitor. I actually overheard the female "officer" standing next to him say "ya liked that one". I started to tell her to opt out but she would then have been groped for 30 min. I would like something to be done about this. I have yet decided what I can do myself but this is ridiculous. The tsa goes against our rights on many fronts but sexual enjoyment goes into a whole new direction.

8/12/2013 8:07:08 PM Disgusted and mad,
(b)(6)

Sent from my iPad

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

8/12/2013 8:07:08 PM Disgusted and mad,
(b)(6)

Sent from my iPad

This will be my second attempt to obtain an answer to my question.
I thought I made it quite clear in my earlier message, but apparently someone misunderstood my question and just gave me a bunch of rhetoric.

8/13/2013 8:35:35 AM I am 77 year old male with an implanted medical device in my body. On the advice of my cardiologist and the manufacturer of the device whenever I travel I never go through the TSA screening machines. Instead I always request a pat down. At my two home airports the TSA agents always conduct my pat down with my shoes on and then sit me down and swab my shoes. Those swabs are then run through some machine. Recently I was in the Newark and Cincinnati airports where the local TSA agents told me because I had requested a pat down I had to remove my shoes. Obviously, this has led to some confusion on my part. , Therefore I must ask again, IF I REQUEST A PAT DOWN DO I HAVE TO REMOVE MY SHOES? I believe a simple yes or no should suffice.

Thank you
(b)(6)

This is my second time writing to you. To date, I have NOT received an answer. I expect one!

8/13/2013 10:13:16 AM For a flight to Ft Lauderdale, FL in mid July, I went through the AIT screening and also was subjected to a pat down. WHY?!?!?!

(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 8/13/2013 8:02:16 AM Airport : EWR - Newark International Date/Time of Travel : 08/07/2013 Airline & Flight Number :
Checkpoint/Area of Airport : Terminal B
TSA Employee: (If Known) :
Comment : I opted out of the "backscatter" screening for personal reasons. The gentleman on the front of the line was very nice, did not lecture me or argue me, called repeatedly for a female screener because he was concerned that I was under time pressure, and generally made the process painless. He and I proceeded to joke about it a bit, including the fact that my flight left shortly before 10pm so I had plenty of time and wasn't rushed. I truly wish that more of your employees could be like him, he was a truly delightful gentleman.

8/13/2013 10:13:39 AM The female screener heard that I had until shortly before 10pm when she finally appeared, and said that I could wait all night as far as she was concerned. She proceeded with the in-depth pat-down WITHOUT explaining what she was going to do or how she was going to do it, or indeed warning me about when she was going to touch me where. When I challenged her on this, she replied that I had seemed to be an experienced traveler so she didn't see the need to give me the spiel.

Regarding this specific interaction with TSA, I am unhappy with:

- the "she can wait all night for all I care" comment, and
- the lack of communication regarding a very invasive physical contact during the pat-down.

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

8/13/2013 3:24:01 PM The caller stated that his mother-in-law went through the checkpoint at Dulles and that she was discriminated against due to race. The caller stated that his mother-in-law was patted down three times including a head and scalp patdown. The caller stated that the bag was inspected and that some food was confiscated. The caller stated that he is not authorized to file a complaint on her behalf and that he thought she would not file a formal written complaint regarding discrimination. The caller wanted to know what she would have had to be patted down and why her hair would have had to have been patted down.

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

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

Forwarded to MB

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

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Remote Client IP: (b)(6)
Date Time: 8/13/2013 7:38:17 PM

8/13/2013 8:03:17 PM

Nam (b)(6)
Ema (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Gate D, flight #UA1051
Comments:I went through screening at around 7:30am this morning (August 13, 2013) and usually opt for the pat-down instead of the millimeter wave. They called a female agent to do it. I normally don't think much about the pat downs after they happen because they feel professional, but this one had me feeling very uncomfortable afterward. This woman pressed her hands very forcefully against my crotch twice (one time for each leg). I don't recall ever having another agent touch me in this manner and I really feel violated. I'd strongly recommend you have better supervision of your staff, and/or re-train them on appropriate pat-downs. Thanks for your time and hope you resolve this matter in a timely manner.
Sincerely,
(b)(6)

This is a followup email regarding a June 13th email I sent. But I didnt get a response. I also called in July as well.

----- Forwarded Message -----
From (b)(6)
To: "TSA-ContactCenter@dhs.gov" <TSA-ContactCenter@dhs.gov>
Cc: (b)(6)
Sent: Thursday, June 13, 2013 9:28 AM
Subject: Lost Items at Los Angeles Int'l Airport

8/13/2013 8:03:41 PM

On June 11th, 2013, estimated time: between 6:30am and 7:30am.
TSA agents requested a bag search, hand swab, body search ("pat down and wand) after being cleared of the walk in full body scan. An additional search was performed on a travel bag and hygiene bag which contained a Galaxy Note phone, external power pack, colognes, facial care products, toothpaste, etc.
The hygiene bag was detached from my backpack and was carried away by another agent after two scans for further assessment as the initial agent checked other bags in question in my presence.
The agent completed his search and released me to continue past the checkpoint and to the food court.
I did not have my hygiene bag returned to me by the other agent.
Description: Black leather hygiene bag
Contents: Galaxy Note Phone w/hard cover, external power charger (white) with dual connector ports, colognes, etc.
Contact person:
(b)(6)

Or email: (b)(6)
Thank you

Sent from Yahoo! Mail on Android

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

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

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

8/14/2013 8:06:06 AM

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

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

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

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.
A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. I told him that he can ask for a passenger support specialist at the checkpoint if he needs assistance.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 8/13/2013 10:42:35 PM

8/14/2013 8:08:24 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Philadelphia International Airport, Gate D, flight #UA1051
Comments:I went through screening at around 7:30am this morning (August 13, 2013) and usually opt for the pat-down instead of the millimeter wave. They called a female agent to do it. I normally don't think much about the pat downs after they happen because they feel professional, but this one had me feeling very uncomfortable afterward. This woman pressed her hands very forcefully against my crotch twice (one time for each leg). I don't recall ever having another agent touch me in this manner and I really feel violated. I'd strongly recommend you have better supervision of your staff, and/or re-train them on appropriate pat-downs. Thanks for your time and hope you resolve this matter in a timely manner.
(b)(6)

Disability Description: Caller has a titanium hip and a bad ankle and she beeps the metal detector.

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

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

Nothing was missing but she likes to watch her things.

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

8/14/2013 12:43:56 PM

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

I asked if she went to a room for a private patdown.

She stated she had it in the public area.

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

TSA will watch her belongings when she cannot see them.

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

I asked if she had a question.
The caller stated that his in laws flew from EWR. He stated that they worn a Turban and his wife had to remove the Turban. He stated that they are very old. He asked why they had to remove the Turban if we have scanners to scan everything.

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.

8/14/2013 1:10:33 PM

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

If a passenger is wearing a head covering for religious or ceremonial reasons, he or she may be permitted to conduct a self patdown of the head area. If the TSO cannot determine that the area is free of a detectable threat item, it may be necessary for passengers to remove their head covering during the screening process. Passengers may request to be in a private area while the head cover is removed, inspected, and restored. In addition, it is TSA policy that passengers are screened by a TSO of the same gender. Passengers who do not permit the search will not be allowed to board an aircraft.

I explained that all alarms have to be resolved, and we do recommend that passengers remove all personal item for screening.

The caller is departing LAS through the TSA checkpoint bound for SFO.
He is upset because he opted out of the AIT, had to wait for some time before the patdown was completed all the while his property had already gone through and was out of his sight.
He spoke with a supervisor named (b)(6) who provided the number for him to call and register his complaint. He is upset because this is the second time this has happened at this airport and anyone could have gone through his property and the TSOs didn t seem to care. He said one individual had told him that he could have kept his carry on items with him until his patdown had been completed and then let them go through.

I explained that TSOs are trained to keep an eye on passenger s property if they are unable to do so.
I told him that to my knowledge keeping possession of carry on property until a patdown was completed was not standard procedure at any airport. I told him I would forward his complaint to the CSM at LAS for review.

8/14/2013 1:23:47 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.

14 August 2013 Southwest FLT
Date of flight:
Time of flight: 1145h
Airline: Southwest
Flight number: 1043
Gate: C level routed over to the wheelchair lane
Departure airport: Las Vegas
Arrival airport: SFO

I told the caller that the CSM may be contacting him about his complaint but could not guarantee they would do so.
The caller flew from LEX yesterday, and he is pilot on ASJ express. He stated that he filed a complaint regarding the sensitive WTMD at LEX. He stated that he removed his shoes, watch, personal items, and he had the patdown, with nothing found. He stated that he feels as if his civil rights violated by the patdown and the system, and they ran there hands up his crotch and all over his body. He stated that he is a known traveler, pilot, and he has a CrewPASS. He stated that two other crewmembers went through with no issue. He stated that he filed a complaint at the airport and he felt as if it would fall on deaf ears. He stated that the flight was delayed because of the additional screening.

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

Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

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

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

8/14/2013 1:32:25 PM

The callers flight details are as follow:

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

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

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

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

8/14/2013 2:01:29 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.

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

Caller had a bad experiance Boston Logan 630am Delta Airlines- Domestic Flight , he had a random patdown, after the AIT he states that the officers went through all his items. He was warned that he was going to receive the patdown, he states that the officer asked him alot of questions, He states that he asked to speak to the supervisor, he states that (b)(6) asked if he had sensitive areas of the body and passenger said no, he states that when the officer (b)(6) was conducting the patdown he caused him great pain by touching and kinda of smacking his Groin. He states that another officer asked him if he was uncomfortable with the procedure. Passenger informed the officer that he was not uncomfortable with the procedure itself but he doesn t think its right for the officer to have treated his groin area like that. Another officer then approached him and asked him if he was taking pictures with his phone. He offered his phone to the officer and the officer refused. He states that he felt as if he was a threat and he doesn t want to provide his information because he doesn t want us to put him on a watch list.

Informed caller:

8/14/2013 3:35:04 PM

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.

SPOT uses non-intrusive behavior observation and analysis techniques to identify behavior that may signal a person's intent to commit a terrorist or criminal act. The program is derived from other behavioral analysis programs that have been successfully employed by law enforcement and security personnel both in the United States and internationally.TSA recognizes that travelers exhibiting behavior indicative of stress, fear, or deception does not automatically mean they have terrorist or criminal intent. SPOT helps security officers focus on determining if a traveler presents a higher risk or if the traveler's behavior has a non threatening origin. Passengers who exhibit specific observable behavior may be referred for additional screening at security checkpoints that may include Patdown and physical inspection of carry-on baggage. Referrals are only based on specific observed behavior, not on a traveler's appearance, race, ethnicity, gender, or religion.

Caller speaks to the supervisor at Phoenix airport with TSA, the person in charge of US Airways. She says needs to customer card card. She says once before TSA had broke $900.00 worth of stuff and her money was not given back to her. She says she got a patdown 2 times, they told her not to touch her items, she says she was a victim, she ask for her her phone back but they would not give it to her.

Told caller:

8/14/2013 4:23:48 PM

I could take her complaint for her and email it to the Phoenix airport or she can call the same number she had called me on and chose option number 5 to get the CSM number.
I told her any passenger can get additonal screening. If they were screening her and her items, she would have to wait until she and the items were both done with screening before she could get something like her phone.
She said she had tried option number 5 and it just went in a circle and went to the garbage. I ask floor support if I could give her the CSM number so they can take their own complaint.
Name (b)(6)
Phone
I told her I was at the only contact center for TSA. I assist passengers with questions for screening and what they can take on board a plane.
TSA does screening in all airports in the US to make sure everyone in the US travels safely.

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

8/14/2013 5:26:18 PM

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

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

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

Disability Description: The callers father has a pacemaker.

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

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

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

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

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

8/14/2013 5:27:13 PM

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

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

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

Email sent.

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

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

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

Airport Departing: JFK
Destination SJU

From (b)(6)
Sent: Wednesday, August 14, 2013 3:00 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint - discrimination against mother traveling with 15 month old child

To Whom It May Concern:

I am writing to make a complaint because of the way I was treated - along with my 15-month-old daughter - during airline security screening on August 8, 2013 at approximately 9:30-10 pm, en route to Gate 31 for USAirways Flight 3294 at 10:40 pm to Syracuse, NY at Reagan National Airport.

8/14/2013 6:02:54 PM

I attempted to go through security with my daughter in a soft harness/infant carrier and the alarm went off. Then, I removed the carrier and put it through the x-ray machine and attempted to walk through a couple more times without it, holding my daughter, still setting off the alarm. I explained to the security people that I believed it was my underwire bra as I had no shoes, jewelry, hair clips, items in my pockets, etc. and told them I would be willing to undergo a pat down if needed. I had a very willing and compliant attitude during the entire debacle. I am also a very conscientious traveler and make an effort to comply with TSA regulations. I was also a parent passing through security with a small child.

The female security attendant harshly and loudly commanded me to "wait over there" and then called and complained to her supervisor because I did not wait where she told me to. This command was completely arbitrary, because there was no specific "over there" where she pointed to, except to go to a place where other travelers were passing through security where I would block them. She had a negative attitude. The supervisor arrived and then he seemed to run in circles, looking for my stroller or carseat. I told him that I was not traveling with a stroller or carseat (because I was going to visit my parents, and they have a full set of infant supplies for my daughter at their home in Syracuse). All I had was the soft infant carrier. After thinking about it, the supervisor told me to SET MY DAUGHTER ON A TABLE AND HOLD HER ARM OR LEG WITH ONE HAND while I was pat down. I found this to be a major safety concern for my 15-month-old daughter. However, I knew if I did not comply, I would be delayed and possibly not board my flight to visit my parents so I did it. The patdown by the female security attendant was harsh and violating, and she slammed into my private parts (labia) so that they stung. I was not offered privacy, and this very intrusive search took place in front of a deboarding flight headed out to baggage claim. I was also separated from my possessions during this search. I did not get names but the female security agent and supervisor were both African-American. She was average height with short hair. The supervisor was taller and a large man who used a lot of nonverbal gestures.

I feel that I was discriminated against because I was traveling with my young daughter, and also because I had my baby in a baby carrier. I have gone through security at numerous airports with her in a carrier, strapped to me, and never had a previous issue with the carrier, including at London Heathrow Airport and other points in Europe and the US.

Disability Description: The caller is traveling from LAX on Saturday.

He has a titanium metal implant in his knee.

He is asthmatic as well and takes medication for that.

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

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

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

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

8/14/2013 7:04:22 PM

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

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

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

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

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

The caller indicated that this happened last year.

He indicated that he has complained to people at LAX.

The caller asked why can t they use the wand.

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

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

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

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

8/14/2013 9:01:40 PM

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

When did this happen?
1830L 09 August 2013

Where did this happen?
Jacksonville International, Jacksonville, FL

Who treated you unfairly?

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

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

(b)(6)

August 15, 2013

(b)(6)

By email

RE: INAPPROPRIATE ESCALATION OF SITUATION BY (b)(6) AND INSUFFICIENT RESPONSE BY SUPERVIZOR (b)(6) SAN DIEGO INTERNATIONAL AIRPORT TERMINAL 2

8/15/2013 8:49:15 AM

Dear (b)(6)

I am writing to inform you of inappropriate conduct by (b)(6) YPERLINK \l "BM__ftn1"[1] and unhelpful attitude of supervisor (b)(6) in SAN on August 12, 2013. On that day, I was seeking to board Japan Airlines Flight JL 065 (Terminal 2) from SAN to Tokyo/Narita departing at 13:10. I arrived at security screening at approximately 11:30 – 11:45 a.m.

Before detailing the incident I would like to mention that I worked as a prosecutor (Deputy City Attorney) with the city of San Diego and have other law enforcement training and thus have some degree of knowledge (albeit in another context) of what can be accomplished by law enforcement or security personnel and the dangers and stressors they face. Furthermore, I travel internationally regularly and have been through security screening in numerous domestic and international airports, including many "opt-outs" of the full body scanners.

Returning to August 12, I opted out of the body scanner and was told to wait. A person I was unable to identify stated that I should have mentioned that I was opting out earlier (before placing my belongings on the conveyor to be scanned) so that I could be kept with my property. There were no signs informing me of this and it has not been a problem before. As my property was now past the scanner, I asked my traveling companion to keep watch of it. I also realized that I had forgotten some keys in my pocket and removed them and held them on my finger for display.

A few minutes later, a man I later would learn was (b)(6) approached me. (b)(6) carried my possessions (which had been sent back to where I had waited) and instructed me to follow him. I followed him to a side area and he asked if all my possessions were there. I held out the keys that I had pulled from my pocket, and motioned towards one of the baskets, where my backpack was, which had previously contained my passport, wallet, and cellphone. I did not see any of the smaller items (passport, wallet, cellphone) therein.

(b)(6) curtly instructed me not to touch my belongings. I pulled my hand back, to indicate that I had no intention of disobeying his instruction, and apologized. I attempted to tell him that I would not touch my belongings, that my passport was missing, and to ask him to lift the backpack so that I could confirm its presence. He interrupted me and said "Don't worry about it." I attempted to tell him that I could not confirm if my possessions were there unless I could see under the backpack, as some of my possessions appeared to be absent. Again, he interrupted me telling me to "Forget about it."

I told him I was concerned because there have been reports of thefts from screening areas. Continuing his pattern of dismissive, scornful responses, he said that, "There are reports of theft from everywhere. We gotta move on." I again told him that I

The caller is 6 weeks pregnant and is currently on fertility treatment injectable medications that are to be kept cool. She had a flight today and when she arrived for screening she declared her medications and set her carry on to go through the conveyor for x-ray. She then proceeded into the AIT machine telling the TSO that she was pregnant. During the scan she asked the TSO if this consisted of any radiation. The TSO said yes. The caller then began to panic repeating she was pregnant. She wanted to know how much radiation the AIT had, but the TSO did not know the answer. The TSO then referred the situation to the TSO Supervisor and they did not know the answer. The caller became scared and had to Google the information herself. She was so upset and scared that she missed her flight. She wishes to file a complaint with the TSOs at the checkpoint.

Advised caller:

8/15/2013 10:51:23 AM

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. They are not dangerous to pregnant women.

Airport: Louis Armstrong
Airline: US Airways
Flight #: 2084
Date and Time: August 15, 2013 at 6:15 am
Description of passenger: White shirt, very light pink jeans, carrying beige purse and maroon carry on luggage.
Location: Gate B15
Email: (b)(6)

Disability Description: Caller has metal implants.

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

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

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

8/15/2013 1:11:56 PM

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

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

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

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

8/15/2013 2:19:08 PM

Hi,

I have just gotten back from my vacation where I flew to Israel with a Delta flight. I am diabetic and I wear a insulin pump which I shouldn't take off at anytime of the day or night. Along with that my doctor has written me a plane letter to show at the screening stations so they shouldn't make me go through those machines for they can break the pump and it would cost me $8,000.00 to repair.

As I got to the TSA agent, I told her quietly that I am diabetic and I can't pass through the screening machine and I would like a Pat down instead. She asked me to see a doctors letter and I handed it to her. So she walks off and tells the other two TSA employees working along with her that im such a fool for listening to doctors they just like scaring patients so they tell them not to go through the machine but really there is nothing wrong with passing. (they all started laughing about patients and doctors these days being over reactive about all circumstances while I was standing there and waiting.) I was watching all this happen while they were just making me wait until they are done joking about the situation. After waiting and watching all this for 10 minutes I walked over to her again and reminded her that I was still waiting, so she yelled at me to continue waiting until someone has the time to come and take care of me.....as if im an animal.

I was very annoyed and embarrassed since this became a whole laughing matter right there and all I wanted to do was get onto my flight. Finally one nice agent came over to me and did the pat down for me and this was after 20 MINUTES of waiting and being laughed at.

I don't usually have the time to report unimportant matters as I am a business woman and work every minute in the day, but this was something that hurt me and I wanted to make the TSA aware of this so they can hopefully prevent it from happening again.

Thank You,
(b)(6)

Caller was at the Sacramento Airport. Caller states that an officer stole a gem stone from her purse valued at or around $50.00. Caller states that she was getting a patdown at the time he was searching her bag. Caller was asked by the female that was doing her patdown if she wanted to watch the officer go through her purse. Caller states that she believes it to be a hint from the female and she did not pick up on it. Caller states that the incident occurred on 08 13 2013 at or around 1610 hours. Caller does want to file a claim for the missing gem. Caller describes the male as 5 6-5 7 with darker hair possibly hispanic. Caller states that the female was heavy set with brown eyes and dark curly hair possibly hispanic as well.

Flight Details
Alaska Airlines 2628
Date Time: 08 13 2013 at or around 1610
Gate Terminal: B5
Baggage Description: Black medium sized woven purse made by SAC.

Advised Caller:

8/15/2013 6:05:30 PM

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

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

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov.

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

Caller recently had a bad experience with the pat down procedure at MSP. (b)(6) was travelling with her mother who recently had surgery on her wrist to Baltimore. They had opted out of the AIT to have a patdown because they didn t want her to go through anything that may have radiation. Her mother had a glove on wrist to cover the hand that had surgery and she was asked to remove it to have ETD test done it and was repeatedly asked to raise her arms for the patdown even though she stated she was in pain from doing this. The daughter stated she felt like her mother was treated as a criminal.

8/15/2013 7:29:26 PM

Response:
Apologized that she felt that she did have a bad experience with the patdown however the procedures you have told me the officers followed are standard patdown procedures. If you feel this needs to be addressed to the CSM of that airport you can contact us back and press option 5 and enter the airport code MSP and it ll give you the contact information for the CSM at that airport.
Disability Description: Caller has a medical device attached to his body.

Response Details: I advised caller that I will be escalating the information and complaint to the CSM at the Charlotte Douglas Airport. I also advised the caller that i am sending his claim form to the email address that was provided. I also advised caller that i will be sending him information as to how he can submit a formal complaint.

Incident Details: Caller just returned from vacation. Caller flew in from Jamaica and landed in Charlotte, NC. He told the officer that he has a device attached to him and his leg was injured. When he got to the front of the line, he requested from the officer to provide him with a patdown. He has neural stimulator and it is in the lower region of his backside. The agent doing the patdown was being very rough on his hip area and the agent wouldn t allow him to go into a private screening room. The officer applied a lot of pressure on his leg as well and put him in severe pain. Caller requested to speak with the Supervisor at the screening checkpoint and he wasn t of very much assistance either and was also rude. Caller is wanting to file a complaint in regards to the incident. He also had a TSA approved lock on his luggage and when he landed at LaGuardia, he found that the lock was missing. When he got home and checked inside the luggage he found that he was missing some very expensive shirts. He would also like to complain and file a claim as well. Caller feels like this was discrimination in regards to his disability.

8/15/2013 9:44:45 PM

Airport: Charlotte Douglas
Airline: US Airways
Flight Number: 2072
Date and Flight Time: August 13, at 6:45 PM
Baggage Tag Numbe (b)(6)
Luggage Description: black suitcase, weight was 53 pounds, soft material case, no rips or anything, the brand is not known.
NOI: NO
Location: Gate C12
Contact Info: (b)(6)

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

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

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

Sincerely yours, (b)(6)

8/16/2013 2:21:18 PM

On Tue, Aug 6, 2013 at 8:59 AM, (b)(6)

I traveled yesterday from Los Angeles International Airport (LAX) to San Francisco International Airport (SFO) on United Airlines flight 703. I am writing to express my concern and dissatisfaction with the delay in screening and pat-down I experienced at Terminal 7. I proceeded through the Pre-check line after presenting my boarding pass and driver's license for identification. As usual, I activated the alarm due to a titanium hip implant associated with hip replacement surgery in 2004. The agent named Sergio called once for "male assist," to which there was no response. Sensing there was no response to his call, I expressed concern to him that he had not called a second time for "male assist." Sensing his lack of response to my concern, I asked him to call for a supervisor. After some delay, a supervisor named (b)(6) did appear, advising me that the TSA checkpoint was short staffed at that time, that agents performing pat-downs had to be certified to do this, and that someone would eventually take care of me (b)(6) offered to relieve (b)(6) so that he could pat me down, but (b)(6) said he did not want to pat me down. Another agent appeared, and we proceeded with the pat down.

My general complaint is that this process took 20 minutes or more instead of the usual 5-10 minutes. I do not think that TSA checkpoint staffing issues should become my issue. My specific complaint is that Sergio did not make enough effort to get me a timely pat-down process as I believe he could have and should have down.

Please understand that I pass through that same TSA checkpoint once or twice weekly, so I have a good idea of function and timelines for processing a traveler that activates the alarm.

With concern and dissatisfaction, I am

Caller:

Caller flew from JFK to Austria today. He opted out of AIT to have a patdown. The TSO left him waiting for 15 minutes. He let other people in front of him. He could not get a name of the officer. His spoke to two different STSO who would not give the name of the officer. The TSO was a short black male. He turned his badge upside down so he could not read the name. He wants a response from the CSM.

8/16/2013 5:10:00 PM

Response:

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

I told the caller he can contact the CSM at JFK by phone at:

Name:

Phone: (b)(6)

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

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

8/16/2013 6:33:59 PM I am a cancer survivor and the reason I do not go through the scanning machine is because my I'm following my doctor's orders because she doesn't believe that the machines have been tested enough to know if their effects could bring my cancer back. I told this to the woman who then continued to tell me her opinion and said that my doctor was incorrect.

I do no mind taking the extra time to be pat down to avoid cancer again and have always followed directions of the TSA employees during this process, but I do mind being told their personal opinions. It is none of her business why I choose to opt out and it was unprofessional for her to try to tell me otherwise.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Escalation Notes: (b)(6)

The caller wants to make a formal complaint against TSA for their treatment of women especially with cancer. She believes that our policies are discriminating against women. The caller seemed angry and her voice kept raising

I advised the caller that she could file a formal complaint

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.

8/16/2013 6:40:55 PM in order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA

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

Response Details: I told the caller that if she opts out of the AIT, which is her choice, that she will have a patdown. They will use the back of their hand on sensitive areas. They will go until they meet resistance. When I confirmed that this was the same for women with breast cancer she asked to speak to a supervisor (b)(6) took over the call.

Caller stated that she sent a letter to US Airways and was searched twice at security at CLT on her way back from Jamaica. Due to the body searched she ended up missing her flight. Her granddaughter who was there with her was very frightened. (b)(6) indicated that she was made to feel as though she was a criminal standing on the cold ground, hands above her head. Her granddaughter even wanted to know if she were going to jail. When she finally arrived home a video camera, and fried fish were missing from her carryon. The two expensive perfumes, and clothing items were in her checked luggage, now those are missing as well. She mentioned also that her flight was originally scheduled to go to BWI but was missed due to security. The flights later on were all too late in the evening so she chose to take a flight to DCA instead. When at DCA and waiting at the baggage claims area and there were no bags, she talked to Customer Relations and found bags had gone to BWI. With that said she had to drive all the way to Baltimore then to get her things.

8/17/2013 12:07:28 PM

Date: 08.11.2013
Time: 430 pm
Flight: 869
Gate or Terminal: Customs
Airline: US Airways
Baggage Claim Numbe (b)(6)
Bag Description: 1 Bag is a large bag with rolls and a brown lining in the middle, the other is small and green pulled by the handle.

I let her know that we would send this information to the CSM due to her pat down complaint as well as items missing from her checked and carryon bags
I am also sending claims forms to her via email as well.

Name: (b)(6)

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

Mailing Address:

(b)(6) Galena, OH 43021

8/17/2013 3:12:44 PM

Email: HYPERLINK (b)(6)

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

name and contact information:

I am not represented by legal counsel yet but will pursue that avenue if this ever occurs again.

k Are you filing in this complaint form on behalf of another individual?

NO

Caller: said his 2 yr old son just went through the Detroit Metro Airport checkpoint today with his mom and was separated from her during his screening process. He wants to file a formal complaint. He would not give his last name nor his email address. He said his job was in the legal field but he did not say he was an attorney.

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

8/17/2013 6:40:04 PM

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

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

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

I had a rather unpleasant & unprofessional experience at O'Hare airport with one of your TSA agents and I'd like it to go on record.

I am a seasoned traveler and travel as much as once a week so I am very familiar with the TSA rules and regulations. On Tuesday,
August 13, 2013, I was at the American Airlines security stop around 5:00pm and I chose to opt out of the machine and have a pat-down screening.
The TSA officer that was assigned to me (b)(6) was extremely rude and unprofessional towards me. She refused to gather my
belongings and take them to the pat-down area and was speaking to me in a very unprofessional manner. She eventually made someone else perform my screening.
This caused an additional delay as I had to wait for another agent AFTER she brought me back to the screening area.

8/18/2013 9:22:08 AM

I know my rights and I know that I am allowed to have a pat-down if I choose. And it is the agent's job to conduct these pat-down screenings, whether they like the person or not. Please review these rights with the staff at O'Hare (including (b)(6)
It is unacceptable for the TSA staff to be rude & unprofessional towards the travelers who choose not to use the machines.

Thank you-

(b)(6)

To whom it may concern:

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

Now, with that said, I would like a formal inquiry into the actions of a specific employee on the evening of August 11th at approximately p.m. PST. My mother and I went through security to get passes and then through the routine security scan etc...My mother, who has an artificial Hip replacement, knew she would register the metal detector and did which was not a problem. She went to the side and allowed the necessary search and cleared with no problem. The women was also very nice and courteous and professional. She asked to see her things and went through all the proper questions, used gloves and performed a routine pat down and search. I went just to support my mother and everything was fine. I was putting my things in the plastic container down on the counter and putting my belt back on. Keep in mind, I was not under suspect and my items had been cleared in the x-ray and routine examination. I returned upward to the plastic container and was blocked by two agents standing at the counter (space is limited there) I was patient and waited, then asked politely if I could get to my wallet and keys. During this time, my mother and I both realized that the male agent was rummaging through my personal items. He did respond and we heard him say"Oh this looks interesting, I haven't one like this....'Did someone leave this here'. I said, excuse me can get to my things. He seemed startled and put my wallet and items down and walked away. I expected him to ask to
8/18/2013 9:22:13 AM search my things or say I needed to search the items or something, but it was obvious that something else was happening when he just quickly walked away. Bewildered, I asked the women who searched my mother "Hey , what was that about." She shrugged her shoulders and said I don't know. I repeated myself and so the agent came back over. I asked why he was searching my items and not asking or answering me. So he stepped closer to me and said rudely, Ok sir! Can you open this for me? When I flicked the lighter he said, "There, now you have to surrender it." On the way out to take it back to my car as one option that was given, he made a snide comment. I turned and asked to speak to his supervisor. On the way to the supervisor he stated another comment. "I wasn't going to make a big deal out of it and let you keep it (as in the terminal) until you had such an attitude". After speaking to the supervisor she was shocked at the comments he had made. Everyone refused to give me a name or ID # of any kind, but two people referred to him as (b)(6) This "agent" has short red hair and is about 5'8" 170'#. After all the things I stated above, I don't even have a problem with them sending me to the car and am glad that there are precautions even if I'm not that aware of them. But, there are boundaries and you train your officers to handle situations in the same way with every person for a reason. In this instance, (b)(6) did not follow protocol, did not inform anyone that he was searching personal affects and did not protect the airport according protocol because he was stopping me from taking a lighter onto terminal. He was abusing his authority with complete disregard for protocol and was caught in a dishonest act. This man should not have a badge, he should not be in the position he is in so that he just can abuse his authority with others. I ve had contact with many TSA and airport personnel. He slipped through the cracks of your background checks. He is not the type of person who should be at that position. As I stated, I would like a formal inquiry and at the very least would like a punitive letter placed in his file for his next review. Furthermore, I would be happiest to come down to the TSA office and sit in room with a supervisor and an internal investigator to make him feel how he tries to make others feel when they just trying to comply and travel or get to their family members. Concerned citizen.

Most seriously,

(b)(6)

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

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Remote Client IP: (b)(6)
Date Time: 8/18/2013 10:33:28 AM

Name (b)(6)
Email (b)(6)
Complaints:Damaged or Missing items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:August 18th, 2013

(b)(6)
Raleigh, NC 27612
8/18/2013 11:12:56 AM (b)(6)
(b)(6)

Transportation Security Administration
TSA-ContactCenter@dhs.gov
1-866-289-9673

Attn: Customer Service – Complaints and Reimbursement

To whom it may concern,

This letter is being written to report an incident that occurred on Monday, August 12th at 6:20 a.m. at the Trenton Airport. At this time I was on my way to catch flight 919, a 6:30 a.m. plane to Raleigh, NC.

The lines for security were very backed up and TSA was having issues keeping up, maybe from understaffing or training. Whatever the reason, I became very nervous waiting in line and worried that I would miss my plane. It was a relief when the announcement came at 6:15 a.m. for the Raleigh passengers to move ahead.

From: (b)(6)
Sent: Sunday, August 18, 2013 1:19 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP (b)(6)
Date Time: 8/18/2013 1:18:57 AM

8/18/2013 11:13:40 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Complaint about Treatment in TSA area at SFO

Comments:

On August 2, 2013 I and my husband left out of LGB for SFO with no hassles or problems. We both went through security together at the same time with our IDs and did our security part by your rules with no problems.
I am writing to you to tell you of my experience at Hobby Airport, on Wednesday, August 14th, 2013, approximately ~5:30 pm. Let me tell you a little about myself first. I am a business professional, and manage a staff of 123 off season, and 159 in season, headcount. I have over 4 million dollars in inventory, and annual sales volume over 27 million dollars. I am educated and pay my taxes on a daily, monthly, and annual basis. I am VERY aware of my constitutional rights, specifically amendment 4.

On the day in question, I was traveling from Hobby Airport in Houston, Texas to my final destination. I engaged the TSA security line at Hobby airport in Houston Texas and as I approached the gentleman at the podium, I presented my temporary, yet valid drivers license (I just recently relocated and had to change drivers license states) to the person there. He stated that this ID was NOT valid and asked for secondary picture ID, which I thought was strange since I was on a RETURN flight and had presented this exact same ID at another airport and had NO ISSSUES. Nonetheless, I complied and presented a second picture ID. The gentleman stated he needed a supervisor to look in to the matter and contacted a supervisor named "Maui" to assist. This person came over and stated that neither of these ID's were legitimate and asked if I had a credit card with my name on it. I presented not one, but two additional credit cards. This person now had 4 PIECES of ID. at that point he stated that since my ID's were not sufficient, I would be required to submit to a "modified pat down". When I inquired why, he simply stated that "that was policy". When I informed him that I respectfully disagreed, due to having traveled on this identification just two days ago, he told me that they were inconsistent with the enforcement of the policies so that the "terrorist couldn't figure them out". Are you kidding me? When I asked what my options were at that point, he stated I could either submit to the modified pat down or I was free to leave the airport, but either way I was not boarding a plane today unless I followed their policies. I ended up relinquishing my 4th amendment rights so that I could get home.

8/18/2013 1:05:15 PM

I ask you, is it TSA policy to selectively enforce policies? Is it within TSA authority to randomly violate the constitution of the United States? Is it within your authority to CREATE a policy that suits your needs (stating my ID was not valid, then asking for another form, then asking for a credit card?) until you can isolate air passengers to search? Why is the policy not enforced consistently throughout ALL airports? As a frequent traveler, to not only witness first hand the lack of professionalism displayed by (b)(6) but also the lack of consistency of your team at this airport (Hobby) I am DEEPLY concerned about my safety and security as an air passenger. I am very disappointed at how this situation was handled, that my 4th amendment right was stripped away by the misinformation of a SUPERVISOR, and the lack of consistency at which your policies are enforced. It's no wonder that the population of the United States has an overwhelmingly large fear of the American government. This supervisor and the rest of the team should be held accountable for this mishap, disciplined, and PROPERLY retrained on how to execute GOVERNMENT policy so as to NOT CREATE a perception of BIG GOVERNMENT!!!

Dissappointed American Citizen

8/18/2013 3:10:06 PM

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

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

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

Thank you

(b)(6)

8/18/2013 5:25:26 PM

8/18/13 10:43am

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

(b)(6)

Business Traveler

Southwest A-List Preferred

8/18/2013 7:06:39 PM

Sir or Ma'am,

Chico airport TSA does Pat-Downs and Advanced Pat-Downs even when no alarms are triggered at the Security Checkpoint. In fact, my eight month pregnant wife and I, a US Veteran, returning home to America from being saved form a terrorist abduction in SE Asia, were subjected to an Advanced Pat-Down, after already clearing the Security Checkpoint, and gotten re-dressed.

We were not allowed to be searched in a private room. We were searched in front of the other passengers, past the checkpoint, feet away from the tarmac. It was very humiliating, embarrassing, degrading, and saddening. Now that we are finally safe, home in America, the land of Freedoms and Rights, where my wife can give birth, this is how we are treated. How can this be?

Our belongings were taken away. Were were refused to have them, nor have them in our sight. This includes the confiscation of our purse and wallets, phones, and all personal valuables. My wife, a foreign national permanent immigrant to the USA, was happy to leave her corrupt 3rd world nation. She was shocked that after arriving in America she is treated worse than in a 3rd world developing nation...

CIC is not LAX or SFO. It is a small provincial airport with only two employees and a couple flights a day. It appears the the TSA in Chico, CA-CIC are following Frontier Law and not proper Federal protocol. I would hope that this issue will be rectified for the future. Thank you for your time. Good day.

(b)(6)

http://www.tsa.gov/traveler-information/pat-downs

http://www.tsa.gov/traveler-information/protect-your-property

http://www.chico.ca.us/airport/home_page.asp

-----Original Message-----
From: (b)(6)
Sent: Sunday, August 18, 2013 12:34 PM
To: TSAExternalCompliance@dhs.gov
Subject: Discrimination observation

Good afternoon- I'm actually trying to notify you of a situation I observed this morning (not something that happened to me personally).

8/18/2013 7:31:30 PM

I was traveling today- my departure airport was Charlotte Douglas in Charlotte nc. Inwas in the security line. Ahead of me was an older middle eastern couple with Arabic passports- they were also clearly Muslim . The TSA agents were rude to this husband and wife, grew impatient when they could not understand instructions in English clearly and then performed a very public very invasive pat down of the wife. Yes it was a female officer completing the pat down but she went above and beyond what was necessary.

This interaction happened about 4:50am in the delta terminal. Please follow up on this. I must admit for the first time, I was ashamed to be an American after the way we treated these people- clearly biased by their nationality and religion.

If you have any questions, feel free to call me.

(b)(6)

Sent from my iPhone

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

Name: (b)(6)
Email: (b)(6)
Complaints:Long Lines / Lengthy Wait at Checkpoint
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):SJC on Saturday the 17 th at around 18:15

8/19/2013 8:29:53 AM

Comments:I arrived at SJC to pick up my unaccompanied minor. The airport was empty and I opted out of the AIT scanning.

The screener on duty required that I go through a pat down (even though a family after me just walked through the metal detector without the unnecessary extras) and then called for a "male assist". After waiting about 5 minutes (other staf were standing around chatting but otherwise not caring) a male staff member walked past me and it was mentioned to him that I was waiting for a male assist. He looked disdainfully at me but likewise ignored the staff member who was asking for assistance. Another staff member walked through the gate shortly after and the scene was repeated.

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

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

Caller flys regularly with liquid, gel, and aerosol medications which are over 3.4 ounces. These medications are always screened additionally, sometimes out of the passengers sight. Caller states her carry-on luggage and her person are also sometimes subject to additional screening because of this. Caller wants to know if TSA PreCheck may exempt her from this additional screening.

Resolution:

8/19/2013 11:10:25 AM

Advised caller that medically necessary LGAs over 3.4 ounces are subject to additional screening. This sometimes may also result in additional screening of the passenger and their belongings, including a pat-down and hand inspection of a carry-on bag. PreCheck will not exempt you from this additional screening. 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.

(b)(6)
Phone#: Cell: (b)(6) Home (b)(6)
Please note that we may contact you at the provided numbers.
Mailing Address (b)(6) El Paso, TX 79904
Email (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.
On Wednesday, 31 July 2013, I arrived from Mexico City on American Airlines flight #1526 at Terminal D at the Dallas/Fort-Worth International Airport. After going through immigration and customs I proceeded to go through the security gate in order to board a second plane to my final destination.

8/19/2013 1:39:00 PM

Since I am a cancer survivor, I always request a pat down, as I do not feel comfortable walking through the X-ray machine. As I was standing in line to go through security, I approached a TSA agent (b)(6) to let him know in advance that I wanted a pat down search. He acknowledged my request and I went back to the line to wait my turn. Once it was my turn, (b)(6) said to let my carry-on luggage go through the security scan and for me to wait until a TSA agent came to get me for the pat down. I proceeded to do as he said. I placed my coat and shoes in one of the gray trays; then, on a second tray, I placed my smaller carry-on, which had my purse inside, and the third item was my larger carry-on, which did not need a tray. While waiting behind the partition, near the scanner, for the TSA agent to come do the pat down I tried to keep an eye on my luggage as it proceeded through the security scan.
As I stood behind waiting, I noticed that only my larger carry-on and the tray with my coat and shoes made it through. The tray with my smaller carry-on, which contained my purse with my credit cards, identification cards, money, and jewelry did not make it through. At least, I could not see it. I became concerned and anxious as passengers kept going through the line while I had to remain behind and could not see where my smaller carry-on bag was. I kept waiting for the TSA agent to arrive to do the pat down and after about a minute and a half, I approached (b)(6) and told him I was concerned that one of my carry-on bags with my valuables in it, was not with the rest of my personal belongings (b)(6) dismissed my concern and in a harsh tone of voice said I had to wait for the TSA agent. I tried to tell him again what my concern was, that this

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

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

8/19/2013 2:22:14 PM

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

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

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

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

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

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Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 8/19/2013 4:59:22 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
8/19/2013 6:08:07 PM TSA Employee: (If Known) :
Comment : my wife is constantly subjected to "random" security checks. I was wondering how we might go about resolving the situation so that it does not happen in the future. She is clearly on a list of some sort and I'd like to see if we can get her off of it. who can we speak with about this?
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Security Issue
Categories : Pat-down; Carry-on Property Out of View During Screening Current Date/Time : 8/19/2013 6:51:31 PM Airport : LAS - McCarran International Date/Time of Travel : 08/04/2013 5:30 PM Airline & Flight Number : United Flight 1249Y Checkpoint/Area of Airport : D Terminal Main Check Point TSA Employee: (If Known) : (b)(6) Unknown female agent, brown hair blue eyes tan or medium skin tone Comment : I expressed reasonable concern about sending my carry-on through the x-ray machine before an agent was available to escort me through to the security screening area. (b)(6) became very aggressive, demanding that I put my carry on into the machine before she would even call an agent for a pat down. I apologized, repeated my concern and explained that the system was different at my local airport; this only made her angrier. Her emotions where apparent to everyone at the check point and my subsequent pat-down by another agent was extremely rough, my downstairs lady parts were contacted multiple times, but I was too scared by then to say anything. I was so upset I cried all the way to my gate. However, what upsets me now is that I had this really bad experience at the expense of national safety. The agents were so busy getting mad at me, they failed to maintain security (b)(6) walked away from her post to get in my face, turning her back to the crowd and distracting other agents who were now watching as she directed her attention solely on me, she is separating passengers from their unattended carry-on for indeterminate amounts of time, and the unknown agent, who was thorough enough to stick her hands in my lady parts, completely ignored my hair which was held in a large bun at the back of my head in an equally large clip.
8/19/2013 8:16:49 PM
There are really great TSA agents. SFO does a great job, they are polite, they are firm without raising their voices, they maintain control of the crowded environment, their agents are present, professional and paying attention.
They don't show aggression or try to intimidate passengers, they don't get angry when passengers raise questions, express concern, or display confusion, they don't loose control of their emotions or encourage their co-workers to perform punitive pat-downs, they don't forget basic steps in a routine screening, and in 6 years they have managed to /never/ put their hands in my tutu.

Mccarren airport and agents like these are failing in their duty. They promote negative stereotypes about the TSA and foster an antagonist climate towards airport safety. Let's all help to make the basic safety rules more clear and de-escalate the animosity on both sides. We all want the same thing, safe skies. Please relay my concerns to Mccarren TSA so that they can work to improve their performance.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 8/20/2013 11:27:41 AM Airport : HOU - William P. Hobby Date/Time of Travel : 08/19/2013 12:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : checkpoint after clearing customs TSA Employee: (If Known) :
Comment : I would like to complain about a screening conducted on 8/19. I was traveling with two young children (9 months and four years old) and was carrying the baby in a carrier. One of the agents allowed me to go through the detector with the baby in the carrier and then tested my hands following so that I did not have to remove the baby. A second agent then took the pre-mixed formula (liquid in individual boxes ready for use) I had declared and asked if she could open them. Because they go bad if they are opened and not used, I declined and then she insisted on conducting a pat down check on me while I was carrying the baby even though my hands had just been tested. She also asked for my son to stand away from me during this test and my son was concerned. He had to find his father in the screening area due to this. I understand that you are trying to keep us safe and appreciate your efforts but please make an effort to sync up your screening for families so that we do not have to be tested/checked multiple times during a screening. One child had to go to the bathroom, the other had a dirty diaper and everyone was cranky due to the lines. I know this is common but the hassle is felt by parents and children. Thank you.
8/20/2013 12:24:38 PM
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Request for Information
Categories : Other; Screening (AIT, Patdown) Current Date/Time : 8/20/2013 1:07:05 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

8/20/2013 2:09:01 PM

Comment : When returning from Venice, Italy, I was stopped twice there and again in Philadelphia. I had SSSS on my tickets/boarding passes. I had just renewed my passport in April. I had never been stopped before. I would like to clear this up before traveling again.
Travel date was August 7, 2013. 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

8/20/2013 4:32:39 PM

Hello Sir/Madam,

I was going through the security this morning at Midway International Airport (Chicago). For some reason I think someone stole my Gold bracelet while I was waiting for the pat down. Can someone please find out if they have any information regarding this matter. I was going through the security around 6:50 AM.

Any help in this matter would be appreciated.

Thanks,

(b)(6)

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 8/21/2013 6:36:31 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/20/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

8/21/2013 8:10:07 AM

Comment : Hi,
I am a Canadian Citizen and travel between US and Canada often for personal reasons and I am also a member of Nexus.
In the last three occasions (Since July) flying out of IAD I have been subject to enhanced screening with a SSSS stamp placed on my boarding pass. This is occurred since July and was not the case the previous years when I flew to the US. I would like to find out the reason why I am subject to this advanced screening and I would like to do something about 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 needs to speak to someone over TSA.
He has went through the cost and aggravations for PreCheck. He has a metal alarm evertime he travels. He has a bad knee and has to the the patdown. He wants them to wand the knee and look at his knee and see the scare. He says he has gone through the AIT before and has not had a problem. He wants them to put the AIT in the PreScreening line.

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

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

8/21/2013 9:31:45 AM He kept saying a four letter word so I told him if he said that one more time I would turn over the call to a supervisor, he said he would be glad to speak to a supervisor. I turned the call over to (b)(6)

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

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

He felt irritated that he has been approved for Precheck but has to still have a patdown due to the WTMD being in the Precheck line. I apologized and told him that there simply wasn t anything that I could do for him here and ended the call. (b)(6)

DEN, PHL and MCO.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 8/21/2013 8:58:37 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight VX 0170
8/21/2013 10:19:14 AM LAX, Terminal 3, Virgin America
Comments:I crossed through security just before 11pm for an 11:35pm flight on August 20, 2013. I made the mistake of having a water bottle with water in my bag. When the TSA officer--Officer Blue--pulled my bags she rattled off a number of options that I did not understand. When I stated that I had a flight in less than half an hour and wanted to know the protocol that would get me through security the quickest, she gathered all my belongings and said I would need to re-enter security after disposing of the water. However, she did not allow me to exit and correct the problem as she described and began swabbing and searching my suitcase. She did not swab the bag that had caused her to pull me aside and despite telling me that I could not touch my belongings, handed me a purse that was found in the same bag as the water bottle. She then re-ran my suitcase through security. After doing so, she said I could either dispose of the bottle completely, drink the water, or leave security and pour out the water. When I asked her where I could go to drink the water as she described she made me exit security anyway. When I stated that my flight was in 20 minutes, her colleague told her she was making me miss my flight. When I stated that I felt she was intentionally making me miss my flight by going through protocol as slowly as possible, she said it would teach me not to have water again. I understand the purpose of protocol, but I could not understand why she was acting in a manner to prolong the process--she refused to provide directions or give me an explanation of protocol. For example, she would tell me to walk one step forward then backup, then backup again, before stating that we would be exiting through a gate--she kept me uninformed and spoke to me in a condescending manner. I felt harassed the entire time. I made a point of telling her that at no point did I ever refuse to follow protocol or have my bags rescreened. I asked her to share the process and keep me informed so that I wouldn't miss my flight. I also felt it peculiar that she insisted on swabbing a bag that raised no concerns, resend in it through security, before requiring me to exit and be screened again. I also heard a TSA officer inform another woman, in a different line, that she had a water bottle in her bag. She was given the option to throw it out immediately and proceed without incident. The disparate treatment we received made me feel like I was being unfairly harassed for something unrelated to security concerns. In my mind, had she truly felt the water been a threat, she would have spent her time checking it for substances or given me an option to correct the problem rather than spend 15 minutes "teaching me a lesson." The entire experience felt like an abuse of power that had the intention of provoking me rather than keep me safe. I travel frequently and have never felt harassed or unfairly targeted by other TSA employees.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 8/21/2013 9:58:43 AM Airport : TUL - Tulsa International Date/Time of Travel : 08/05/2013 5:45 PM Airline & Flight Number : Delta 4662 Checkpoint/Area of Airport :
TSA Employee: (If Known) :

8/21/2013 12:09:42 PM

Comment : I was subjected to pat-down because of a double layer of fabric at a pocket on my dress. It seems to me that the equipment is too sensitive if a pat-down is triggered by a pocket with nothing in it. I find pat-downs very objectionable, and do not imagine that they increase passenger security.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I could not get a TSA rep on the phone, only auto announcements, and I need to talk to an agent.

I have GOES ID but I cannot seem to apply and use this when I travel through TSA at DFW or at SNA (or anywhere in the USA). Homeland Security advised that I could. The TSA agents at DFW & SNA pushed back my GOES card and only wanted my DL. They don't seem to want anyone who might be different, because maybe they would have to think. They still put me through the X-ray machines and pat downs.

I went to the TSA.GOV website but I don't see where I can add my number there. American Airlines added me as a Trusted Traveler but there are no advantages to using it in the USA with TSA. I tried using the GOES ID along with my DR, at the airport and they push it aside as if they don't recognize it or don't want to.

8/21/2013 2:17:07 PM

How can I apply my GOES ID to TSA within the USA? There should be an easier transition from GOES to TSA using Trusted Traveler but I haven't' found it. Too much information leading nowhere, both on the phone and website. Your program isn't going to work well if people can't apply it.

Thanks,
(b)(6)

PS I just spoke to a AA agent an AA Advantage agent and they both said they don't know why it was not printing out on my ticket that I was a trusted traveler, all information is there in my records, there is nothing more they can do. She did advise there are only certain terminals at the participating airports that use Trusted Traveler. However, at SNA there is only one place to enter, and that TSA agent pushed my GOES card away. So I don't see that it's much use within the USA and I have to hope you expand it to be used universally and train your agents how to recognize and use them. Right now it's exasperating rather than convenient. Please advise if there is anything you can do about this.

TSA Contact Center:

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

Sincerely,

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

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

8/21/2013
2:17:49
PM

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

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

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

(b)(6) was told to call TSA. She had a very uncomfortable experience with Delta airlines and TSA. She is in a wheelchair and had problems at the airport. When she was at the TSA checkpoint, she was made to stand up in the machine while the thing went around her. The TSO agent then calls her to the side for a pat down. She was wearing a long dress that was a see through sundress.She felt that the pat down was not conducted correctly. She felt the entire body search. The TSO put her hand only on certain body parts. The TSO didn t pat down her arms and one side of her body. (b)(6) especially got upset when the TSO touched her vagina and only patted down one side of her body (b)(6) is a victim of rape and this experience upset her very much. She did not get the TSOs name and no one would tell her their name. This incident happened at Charlotte Douglas International Airport.

Advised the caller:

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.
Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Passenger Support Specialist are available at every checkpoint on every shift and are intended to be the first line of resolution for conflicts. They are available to assist passengers that may require assistance through the passenger screening checkpoint.

8/21/2013 3:40:34 PM

TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline number designed to assist travelers with disabilities and medical conditions.

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

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

Airport:Charlotte Douglas International Airport
Airline: Delta
Flight numbers: 5676
Date and time: 8 20 2013 she arrived around 6:00 am, the departure was 7:15 am
Specific location of incident (what terminal or gate) TSA checkpoint
Individuals contact information (phone number or EMAIL)

(b)(6)

This week, the TSA in MAUI (OGG) refused to accept my daughter's photo ID card from the University of California and was subjected to a search. (This was a search, not a limited pat down--it went beyond the legal definition of pat down).

The UC ID is a state issued photo identification. Why is that not acceptable?

8/21/2013 4:06:48 PM

(b)(6)
(b)(6)
San Diego CA 92065

Caller flew from Orlando to PHL and there was a problem with screening she was pulled aside and patted down and tested for explosives then they let her go. She states when she came back out of PHL the same thing happened again. TSA told her she was pulled aside because she has metal showing. She got worried and went to physician they did a ct scan and found nothing. She wants to know how to keep this from happening again.

8/22/2013 12:47:55 PM

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.

The caller said she flew from Houston to Oklahoma City on April 15, 2013 at 6:35am on Southwest Airlines flight#283. The caller said she went through security and she was told to stand to the side and wait for a pat-down. The caller said she stood for 5 minutes and the officers took her into a room and performed a pat-down. The caller said the second incident occured at Oklahoma City on August 16, 2013 at 6:40am on Southwest Airlines flight# 344. The caller said she was told she had something on her hands that could set off an alarm. The caller said the officers swabbed her hands. The caller said one officer told her she should go but the other officer told her that she would have to have her purse searched and another pat-down. The caller said the officer told her the machine must be broke. The caller the officer told her they were going to search her purse. The caller said the officer searched the purse and they found a bottle of lotion in the purse. The officer offered the caller a chance to give the lotion to a non-traveling companion but the caller refused. The caller said the officer then took the lotion. The caller said she is upset at the way she was treated.

8/22/2013 2:06:08 PM

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

8/22/2013 2:10:57 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 8/22/2013 12:42:55 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 08/15/2013 Airline & Flight Number : Delta 141 Checkpoint/Area of Airport : security TSA Employee: (If Known) : Supervisor (b)(6) Comment : I happen to be an attorney in NYC, going thru security on Aug 15, 2013 for Delta 141 from JFK to SFO at around 2:15 pm. Opted out and waiting for a TSA officer to do a pat down. My laptop and all my out of pocket valuables have cleared the machine and sit at the very end of the conveyer belt, out of my sight. Other passengers are picking up their stuff at the far end of the conveyer belt. As I'm waiting, I asked an officer to have someone to keep an eye on my stuff. He response, it was not his problem. I asked for a supervisor. Supervisor (b)(6) comes up, and absolutely brazenly tells me that under TSA procedures my valuables are not TSA's concern and that nobody is going to keep an eye on them. I travel a lot. Usually TSA officers are very accommodating about my valuables sitting at the far end of the conveyer belt while I'm waiting for an officer to do a pat down, and will keep an eye on my stuff. It goes without saying that, if any of my valuables were stolen, TSA would have had a lawsuit on its hands. Besides, even in NYC, who talks to customers like that?
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

(b)(6)

(b)(6)

(b)(6) Greenlawn, NY 11740

HYPERLINK (b)(6)

8/22/2013 10:08:51 PM

As my wife and I stood on the line (at JFK's Jetblue's terminal 5, where TSA security checks your ID and boarding pass) my wife produced her ID and prepared our boarding passes for inspection. As we have done for many years, my wife held our boarding passes (our two young childrens her's and mine) and prepared to hand it to the guard at the podium for inspection. With my wife in front (and our two young children between us) she turns and asks me for my ID so she in turn can hand it to the guard. As I handed my (NYS Drivers license) to my wife another guard who was walking by admonishes my wife (for holding my ID) and instructs her to give it back to me. He explained that I should be holding and presenting my own ID. My wife immediately complied, handed the guard my pass and ID and explained that since I was carrying all the bags we do this so as not to slow down the line. The guard shook his head no and handed my pass & ID back to me. As I listened to his explanation I said nothing but I did in fact roll my eyes, in disagreement, as he handed the items back to me. The guard took offense to my facial expression and says "oh you have an attitude now". I responded by yes and who do you think you are speaking to me this way. He saw me looking at his name tag and says "Officer (b)(and pats his ID whith a smirk. I then said OK no problem (as I did not want to escalate the situation).

When we reached the podium the guard (who had heard the entire exchange between me and (b)(checked my wifes and childrens boarding passes and let them through, seperating me from my family. I stood waiting until she processed several other people (who were behind me) and then checked my boarding pass. I was finally allowed to continue the screening process and was selected for the body scanner. I travel quite frequently and know from experience to not wear a watch, belt, sweaters or carry coins so as not to slow the process. I went through the body scanner without incident but yet was told to "stand to the side" without explanation. When I reached for my shoes a female TSA guard called out "no we have to check them" even though they just came out of the x-ray machine. I was then ordered to stand barefoot in front of all the passengers and ordered to put my "arms up". I did so and was told to "put them up higher". I then saw TSA guard (b)(standing a few feet away, amoung other tsa personnell, smirking at me. I knew then that this extra scrutiny was orchestrated by him. At this time another gaurd came over and asked for my ID and my boarding pass. I handed it over and another guard came over with my wifes bag and asked if it was mine. I told him it belonged to my wife and he then proceeded to pull everything out of my wifes bag on a table in front of me. My wife and two young children watched me being searched and bullied, causing my 7 year old daughter to cry. As the guard completed a slow methodical search of my entire body I asked to speak to a supervisor. The TSA guard (black female) that told me I couldn't have my shoes said I'm the supervisor. I told her I wanted to file a formal complaint against (b)(for his rudeness and abuse of authority. She then said "tell me and I'll handle it". I explained the entire incident from the beginning. I was singled out by an obnoxious guard who took offense to my facial expressions and retaliated against me when I stood up to his antagonizing. He abused his authority and violated my rights as a citizen by orchastrating a complete pat down without cause or reason. I was denied my shoes and made to walk barefoot, in front of everyone, even though my sneakers went through x-ray without incident. I was searched in full view of my family and other passengers in an exagerrated manner with no attempts to shield me or provide any manner of privacy. My wifes bag was searhed and rummaged through, even though we purposesly never carry liquids or sharp objects and none were found. At no time was I given any sort of explanation for having been singled out. When they handed me back my boarding pass I found they had punched two holes into it. Only after the guards finnished hummiliating me and my family did security guard (b)(walk back to the front. The entire incident was also witnessed by (b)(6) Jet Blue's Security Coordinator. I take great offense to the treatment I received and ask that this matter be investigated.

The caller indicated that the Notification Card is a joke as it does not provide enough space for him to describe adequately his medical condition or device that may affect screening. He indicated that he has been in the computer industry for 30 years and this should not be an issue. The caller indicated that he wears a brace on his foot and leg that cannot be removed as he is immobile without it. He cannot raise his hands above his head and cannot use the AIT because he must use a can.

The caller indicated that he did not want to be screened via a patdown. He does not want TSOs to touch his body.

He indicated that TSO were dumb, high school graduates that knew nothing about medical conditions.

8/23/2013 11:01:40 AM

He indicated that he will be contacting Senator Claire McCaskill next.

I advised that the notification card is not required and that he can present any medical documentation that he would like in regard to his medical condition. He can also verbally inform the TSO of the brace and that it cannot be removed. He would not be required to remove the brace.

I advised that he can request to be screened via a patdown if he cannot use the AIT.

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

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

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

8/23/2013 11:20:04 AM

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

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

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

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

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

My wife (b)(6) and I recently flew from Boston to Harrisburg, flight USAIRWAYS 4193 about 5PM She is a 77 y/o Filipino full US citizen with coronary heart disease, atrial fibrillation, post CVA, with bilateral knee replacements and breast cancer. Fluent English and can walk short distances. Not acutely ill. Only reason not in wheelchair is that USAIRWAYS could not find an attendant and made us walk. At security set aside for check. Agent not at all friendly and spoke quickly and hard to understand. Made her get pat down 3 times front back and side and pull up blouse to "check waistline" exposing mid body. Right out in open with everyone around gaulking. Repeated this. My wife could not seem to do right move and agent irritated. Not a single kind word. Apparently no suspicion but acted like it. When finally done turned around and walked away. Had to ask if she could go. When I commented she sneered at me!
My question is why embarrass, partially strip, and humiliate a 77 year old woman with no suspicious activity carrying nothing with a medical history no one would want?
This is why TSA has a bad name.
No security lapse would occur being reasonable, decent, and just a little understanding and kind. I am a physician and if I treated any patient even partially like that I would be out of business.
Where does being mean get you?

8/23/2013 12:29:34 PM

(b)(6)

Gettysburg, PA

8/23/2013 1:11:55 PM

The caller is trying to get the number for IG TSA. File a complaint, security, firing, Wife was working on a checkpoint, female select passenger, Arab decent, full outfit, covering face, burka to the floor. She requested a private screening, female not allowed to show face, private screening, patdown, standard procedures done, when alarmed, not allowed to rescreen lady, male sworn ETD machine, from the checkpoint, LEO min by min, union and wife seen video, Supervisor did not go to machine, alarm on selected person, time to alarm went to ETD 7 min passes, called for female sup and baggage to regulate patdown to clear alarm. Female sup came in, took ladies sweater, went through xray, told to go back to work on the floor, female in room with selectee with 2 min, exited, released her to get on the plane, without performing the resolution patdown, got on plane, realized they did not do it, interrogated his wife, breach, contact local LEO s, have authority to have flight to return or destination, TSA to rescreen every passenger, and bag on aircraft. LEOs were not notified at departing or arriving airport, decided to contact the call center and told her to rescreen her only, total violation, SOP ETD swipe hands to make sure they are clear, she did not even have gloves on, the husband use to work for TSA. Injury from military no longer with TSA, removed from service, saying she caused the breach, TSA denied her unemployment, under oath said she had no evidence to remove her and did it anyway. Audio CD recording.

Response:

8/23/2013 2:11:26 PM

Caller said she came through Charlotte on August 20th, 2013. She said that she was handicapped and in a wheel chair. She wants to file a complaint. When they sent her through the checkpoint, she said she was searched inappropriately. She went through the AIT and was asked to step over to the side. She was told by the TSO to spread her legs and put her hands over her head. The agent put her hands up one side of her leg and touched her vagina, then the agent went down the same leg but did not pat down the other leg.
She did not do the leg or other side. Caller said she had on a sun dress which you can see through. The agent made her feel uncomfortable. She said she felt like she had been raped. Caller feels that noone cares or is going to help her.

Response: Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded your complaint to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action

Also, gave caller the CSM information at CLT so she can contact the CSM directly. Name: (b)(6) Phone: (b)(6)

Also, advised I cannot advise you about getting a lawyer or if you need. She told me to send the email or something and do what I need to do.

Talked with Missy, she advised go ahead and re-send to CSM.

8/23/2013 2:49:13 PM

Cannot restrain myself any longer. I am a 67 year old insulin dependent diabetic. I use a Norvo Nordisk Levemir injection pen. Because the studies of the effect of airport security hand luggage X-ray equipment on the medication are inconclusive, my Doctor and the medication manufacturer both advise that I should ask for a hand check of the injection pens when I travel. Today (August 23) my wife and I returned from a vacation on Delta flight 251 from Amsterdam to Detroit connecting then to Delta flight 2385 to New Orleans, our home.

After clearing Immigration and Customs and re-checking our luggage we went through the TSA security checkpoint in the same area. I took my insulin pen out of my carry on bag and asked a tall blonde headed young man for a hand check. He told me, in no uncertain terms, that that was not possible and to put it in the tray with my phone, etc. I noticed another agent nearby and asked him for a hand check of my insulin and he was glad to accommodate me. I could see that this did not sit very well with the blonde headed young man. I went through the body scanner and as I was gathering my carryon, cell phone, etc. the blonde headed young man who had now apparently come up behind me, tapped me on the shoulder and announced in a very loud and aggressive manner "Step over here with me!" When I asked why he responded, again in the same manner so everyone could hear " I'm going to hand search and pat you down!" I again said "why?" At the same time the agent who had hand checked my insulin gave me back my injection pen which I put in my shirt pocket. The blonde young man then, in the same loud and aggressive manner told me to "Take that out of your pocket and in fact, empty everything out of your pockets and take off your belt!" all of which I had just collected from the conveyor belt with my carryon. He then proceeded to further embarrass and humiliate me with much aggressiveness by trying his best to pull my pants down during the ensuing "pat down." Every time he pulled at my pants I asked him to stop and pulled them back up. I had a 34 year career in law enforcement before retiring and had the utmost respect for the TSA before this, even defending the TSA when my friends told horror stories about how they were treated. Never again! This young man destroyed that respect and made me believe that all the horror stories about the TSA may well be true.

I know that I'll never get a response from you, but I just had to get this off my chest in the hope that you may add me to the documented list of complaints.

(b)(6)
New Orleans, LA

Sent from my iPad

Feedback Type : Request for Information
Categories : Other; Screening (AIT, Patdown) Current Date/Time : 8/23/2013 12:47:18 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : HELLO GOOD MORNING,

I AM WRITING ON BEHALF OF MY HUSBAND. THE LAST TIME HE WENT THRU THE BOARDER BY CAR HE WAS STOPPED FOR EXTRA SCREENING. HE HAS SOME PROBLEMS EVERYTIME GOING TO THE US.

HE WAS TOLD TO DO A DHS TRIP INQUIRY NEXT TIME HE TRAVELS TO THE US.

8/23/2013 2:50:18 PM

TONIGHT WE WANT TO GO TO VISIT FAMILY IN OHIO (QUINCEANERA) AND WE WANT TO KNOW HOW TO WE PROCEED WITH THIS IN ORDER NOT TO WAIT LONG IN IMMIGRATION. WE ARE TRAVELING WITH OUR DAUGHTER AS WELL.

IF YOU COULD HELP ME WITH THIS I WOULD REALLY APPRECIATE

HIS CELL # IS (b)(6)

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

Disability Description: Caller wears an insulin pump.

Response Details: I advised caller that i will send her information to her email that was provided in regards to how to file the formal complaint. I also advised her i will be escalating the call to ODPO and the CSM

8/23/2013 4:22:53 PM

Incident Details: Caller flew from PHX to Reno yesterday. She had an unpleasant experience with a screener. She has an insulin pump and she was advised to not walk through the scanners. Yesterday, she had an early morning flight and she requested a pat down. She was standing to the side for more than a half hour waiting for a female TSA officer. She was extremely upset because she could have missed her flight. Caller asked me to call her back in about 10 minutes then her call was dropped. She was told she would be able to walk through the technologies since there was not a female officer available, even though her physician recommended that she not be screened by AIT.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 8/24/2013 1:50:48 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Gate A12, San Francisco Airport, Jet Blue flight 278, traveled through security approximately 10:15PM on 8/23/2013 wearing a beige colored t-shirt reading 'The Law'.
Comments:I have two complaints...

8/24/2013 9:10:16 AM

A) My digital camera was removed from my backpack during my first pat-down and placed in a different section of the scanning area. After being patted down for the second time, I noticed it was missing from my belongings in the private screening area and they started to send my bags back through the x-ray machine at which point somebody located it near one of the baggage inspection stations. If I had not noticed it was missing I would have had to take my vacation without it and it was entirely the screeners' fault for not replacing it in my belongings as I was not allowed to handle them during screening.

B) My backpack, which contained my wallet and other valuable items, was taken out of my sight for several minutes during my first pat-down which is against TSA policy. I am concerned that some cash may have been taken out of my wallet. I would like the security tapes reviewed and to see a copy myself to confirm that nothing was removed from my backpack while it was out of my sight.

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

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

8/24/2013 3:19:00 PM

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

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

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

Sincerely, (b)(6)
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Remote Client IP: (b)(6)
Date Time: 8/24/2013 6:02:35 PM

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

8/24/2013 6:13:47 PM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Virgin America Airlines Flight VX202 SFO Airport Terminal 2 Gate 50 at approximately 5:45am Thursday August 8, 2013
Comments:I have a list of complaints listed below:
1) Reverse discrimination or racial profiling from the African American attendant; I am white. The attendant was on a power trip, rude, and had an attitude like she wanted to harrass me. She not only subjected me to a pat down in plain view of everyone but then marched me over to a private room for another pat down with 2 other female attendants accompanying us not telling me why this was necessary. You could just feel prejudice oozing out of her. She would not let me tell my husband what was happening and he was left to wonder what happened to me and where I went. Of course they didn't find anything and I was allowed to leave. I felt I was singled out by the African American woman as if to say "See how it feels to be racially profiled and discriminated against white blonde woman!" It was either that or she was lesbian and wanted to embarrass me. I also felt she wanted to punish me for opting out from the X-Ray machine to discourage me from opting out in the future.
2) I chose to opt out from the X-Ray machine and was forced to wait 15 - 20 minutes before an attendant came to pat me down. I feel I was being punished for opting out of getting X-rayed. I feel I was being made to wait a long time on purpose to discourage me from opting out. That is not fair! I do not want the X-Ray exposure and expect to be moved along at the same length of time as someone willing to use the machine. The TSA should have adequate staff to accommodate both people willing to go in the X-Ray machine and people who are not willing and wish to opt out of using the machine. There should be a male & female floater that can go between both areas and as soon as there is someone in line to that opts out, they are attended to immediately and not made to wait.
3) I was made to wait so long that my purse, cell phone, and jewelry was left unattended just sitting out there. Anyone could have picked it up and walked off with my things. This is not acceptable!
4) No one seems to be in charge directing the lines. Someone needs to be in charge to keep things moving!
TSA gets an F for their treatment of me on Aug. 8th and I'd like a response and a promise that things will improve for people who opt out of going through the X-Ray machine!

The caller was wanting to talk to a Supervisor at Buffalo NY. Explained to the caller that there was no way I could refer her to a supervisor in Buffalo, NY. She wanted to talk to a supervisor here then.

Escalation Notes: (b)(6)

8/24/2013 6:27:23 PM

The caller flew out of BUF on Delta flight 2107 departing at 6:48am. The caller states that she had a hip replacement and recently had breast cancer surgery. She was unable to raise her arm for the scanner and this seem to upset the TSO at the checkpoint. He kept barking orders at her and others around her. The TSO seemed annoyed that he would have to get someone to do a patdown on her. The TSO was a white male about 6 feet thin around the age of 30 to 40. She was very upset with the TSO s attitude toward her and the rest of the people in the line. The caller did not feel that this was related to her disability, just that the TSO was a very rude individual

I apologized to the caller and told her that I would forward this to the CSM for further review.

8/25/2013 11:31:31 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Disability Complaint Current Date/Time : 8/25/2013 10:13:41 AM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 08/23/2013 Airline & Flight Number : Ac 7972 Checkpoint/Area of Airport : TSA. Security check pint TSA Employee: (If Known) : Black woman with blonde crew cut hair
Comment : I have never been so humiliated and experienced such rudeness as i did with this female security guard who patted me down. I have had a pace maker for the past three years and while I have been told there is minimal risk in going through X-ray screening, I always choose to be pat down. I have done a lot of travelling in the US, Europe and Middle East and each person who has patted me down has been very sensitive and friendly. From the moment this individual came to me, she had a demeaning tone and attitude. She seemed like she was upset with me and scolded me for touching my luggage when she asked me to go with her. While she may have followed full protocol in explaining what she was going to be doing and what she did, there was no need to be so rude and demeaning and speak to me in such a robotic voice. It's bad enough I have to endure this disability. There's no reason for people to treat us like we're criminals. I just hope others who are patted are treated with more dignity and respect.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/25/2013 1:16:23 PM

Caller says that she called previously and asked about bringing injectable medication. She says that she is flying from PHX to Chicago in 45 minutes. They have just came through security at T3 south. She says that she was told previously to hand the injectable medications to the officer and they would hand them back on the other side. She was told there would be no problem. She says that when she went through screening, she done what she was told. She says the medications were still in the bag from the pharmacy. She says that she received a patdown and her bags were hand inspected as well. Caller says that one agent had her lift her shirt and another came and told her to put it down as if it where her fault. She says that the agent opened the bag these were in. They were further in a cardboard package and had a plastic cap on them. She is upset that she received additional screening because she says she was told she would have no problems. She says that the officer went through her wallet. She says that his is not protocol and we are not required to screen everything. She says that this was a power trip that the officers are on.

Advised caller:
I explained to the caller that injectable medications are permitted in carry on. She followed the correct process as far as taking them out and declaring them. However, anytime there is a declared liquid that cannot be opened to be tested further, we do have to do additional screening, including a patdown. The agent here provided her with the correct information, and the individuals at the airport followed the correct procedures as well. Advised caller that everyone done what they were supposed to do. If is required by federal law that we screen every item that comes through. If we have to conduct additional screening, we have to go through everything to properly clear it.

8/25/2013 5:15:34 PM

To whom it may concern,
I would like to report tge ridiculous conduct of your First Class American Airlines terminal 3 agent (b)(6) on 8/25/13 at 3:25 PM. I wear a prosthetic limb and pass thru security weekly, most all handled very well by agents who have come to understand the process well. This agent had to mull over with three other female agents what to do even though the senior agent, I assumed is supervisor said to just do a private. I said I didn't need one, was happy to lift my dress slightly so they could quickly test it and my hands. She insisted I go through the machine twice, even though I'm 6 months pregnant, then still forced me into a private screening. I was extremely upset wanting to limit my baby's exposure, and knowing everyone else grasps the concept that any residue would come off on their hands with a pat down, or would be in my clothing. This isn't rocket science. I would very much like this woman to be reprimanded for her behavior, particularly amazed she wasn't by disregarding her supervisor either.

I understand and respect security risks and needs but I shouldn't continue to be subjected to agents who don't understand the technology, our personal risks or what is essential. For Petes sake I'm a 40 year old white girl traveling for work who is clearly pregnant. I can only imagine what she would have asked me to do if I had jeans on.

I appreciate your attention to this matter.

(b)(6)

Sent from Yahoo! Mail on Android

8/25/2013 5:15:48 PM

Kudos for test but I spent 20 min. waiting for a pat down because I had no idea I should have said I have hip implants. It would have been much faster for me to go through the scanner.
(b)(6)

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Remote Client IP: (b)(6)
Date Time: 8/25/2013 3:59:42 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):Virgin America Airlines Flight #VX205 OHARE airport in Chicago Terminal 3 Gate L3 at approximately 11:45 / 12:00noon
August 15, 2013
Comments:I have a list of complaints listed below:

8/25/2013 5:15:55 PM

1) I chose to opt out from the X-Ray machine and was forced to wait 15 - 20 minutes before an attendant came to pat me down. There were 4 of us waiting for a pat down: My husband and myself and another couple. My husband and the other male were immediately tended to while the other woman & I were forced to wait at least 15 minutes before the other woman was patted down. This was only after I expressed annoyance at the wait to the woman herding everyone through the X-Ray machine. After the other woman was patted down & allowed to go, the inspector assigned to pat her down went over to the conveyor belt and was just standing around instead of coming over to attend to me. I also saw 3 other women at the podium just standing around and not doing anything. Finally I started objecting to the woman who kept herding everyone through that the female inspector who attended to the person before me was just standing around over at the conveyor belt and that there were also 3 women standing around at the podium doing nothing. All along she just kept saying: Female inspector for pat down needed but never once looked around to speak to anyone to get someone over there. It was like she didn't care that I was standing there for so long. While I was complaining to the woman, an elderly African American gentleman walking by heard me and then went to the podium and had one of the females pat me down & then finally I was free to go. I felt I was being punished for opting out of getting X-rayed. I feel I was being made to wait a long time on purpose to discourage me from opting out. That is not fair! I do not want the X-Ray exposure and expect to be moved along at the same length of time as someone willing to use the machine. The TSA should have adequate staff to accommodate both people willing to go in the X-Ray machine and people who are not willing and wish to opt out of using the machine. There should be a male & female floater that can go between both areas and as soon as there is someone in line to that opts out, they are attended to immediately and not made to wait. This was totally unacceptable!

2) I was made to wait so long that my purse, cell phone, and jewelry all were left unattended just sitting out there all that time! Anyone could have picked up my things and walked off with them (and that means other passengers as well as TSA employees.) That is not acceptable! Luckily my husband gathered up all my things and had them safe. However, what if I were traveling alone?! I am putting my personal things into the care of TSA when I hand them over to go through the conveyor X-Ray machine and I expect the courtesy and respect that my valuables are kept safe by TSA employees and not just sitting out for a long period of time where anyone can take them. This all boils down to keeping the lines moving so a passenger who opts out of the X-Ray machine is attended to immediately so he can collect his valuable belongings as they come off the conveyor belt.

3) No one seemed to be in charge directing the lines and coordinating people over to where help was needed whether it is at the X-Ray machine or whether someone is needed to pat down a passenger who is opting out. It was very chaotic! Someone needs to be in charge to keep things moving! It seems as if the employees at TSA are not trained to think & if they see something that needs to be done then do it. The human X-Ray machine has been around for over a year which in my mind is plenty of time to work the kinks out of getting things organized so the lines flow smoothly. TSA needs a lot of work in this area at both SFO & Ohare airports. I've had problems at both airports. Get busy TSA and please get this straightened out!!

TSA gets an F for their treatment of me on Aug. 15th and I'd like a response and a promise that things will improve for people who opt out of going through the X-Ray machine in the future!!

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

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

8/25/2013 5:16:17 PM

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

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

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

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

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

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

His combative attitude triggered a PTSD episode and panic attack as I was confined to a small plastic cage. Another TSA agent screamed at me to shut up or I will be arrested, his name is (b)(6) Finally a TSO agent and former Armed Forces

From (b)(6)
Sent: Sunday, August 25, 2013 4:39 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint - (b)(6) JFK T1 August 10

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

Name: (b)(6)

8/25/2013 7:17:05 PM

Cell: (b)(6)

Email: HYPERLINK (b)(6)

What happened?

On Aug 10 at approximately 8:30-8:45PM I was passing through rightmost lane in the terminal 1 security checkpoint at JFK, in order to board Lufthansa flight 405, 9:55PM departure to Frankfurt.

After passing through a millimeter-wave machine I was selected for secondary screening, apparently because I forgot to take my cell phone out of the pocket.

8/26/2013 8:52:32 AM

I was standing by the scanner as directed by the agent waiting for the screening. Another agent came and asked me to step away for screening, to the area without carpet. I politely pointed to the agent that the floor is cold, and I either want to get The caller has precheck since September. In roughly March, he left a loaded magazine in his luggage. It was found during a precheck screening. He didn t receive precheck until last week. He traveled to California. On the way to California he was carrying auto parts. He alarmed during the screening. The auto parts tested positive for ETD. He received a full patdown. On the way back on his trip, he received TSA precheck. He traveled today and he did not receive the TSA precheck. He wanted to know if the fact that he alarmed during screening would prohibit him from getting precheck. I advised the caller that this was information I did not have. I advised the caller that precheck was indeed random and that I couldn't tell him if the secondary screening and alarm would cause him an issue in the future. I advised the caller that screening policies and procedures were a matter of sensitive security information.

The caller is upset because she spoke with the TSA manager at OMA on Thursday about a patdown compliaint and missing allergy medication from her carry on bag. She says she spoke with (b)(6) and was expecting a call back before now. She also is complaining that she had a patdown and additional screening because she was wearing a girdle. She was taken to a private room showed the girdle and was given the same screening as had occurred at the public checkpoint.

I apologized that she had a bad experience at the checkpoint with the missing medication and the additional screening, also that she has not heard back from (b)(6)

I told her I would forward her information to the customer support manager at OMA for review and send a claim form for the missing medication, also I provided the lost and found number if she wanted to contact them to see if the vitamins had been turned in.

I explained to her that if she is upset about the missing allergy medication and slow response from (b)(6) she can file a complaint but the complaint would have to be filed in writing and I asked if she wanted the information sent to her regarding the proper procedure to which she replied she does want the information.

8/26/2013 9:35:00 AM

Flight information:
Date of Flight: 21 August 2013
Time of Flight: 0600h
Departure Airport: OMA - MSY
Airline: Southwest
Flight #: 108
Gate: unknown

There were some vitamins in a pouch on the outside of her checked bag that are missing.

http: www.tsa.gov traveler-information airport-lost-found-contacts#24
Omaha
(b)(6)

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

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.

8/26/2013 12:10:18 PM

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 8/26/2013 10:43:16 AM Airport : PHL - Philadelphia International Date/Time of Travel : 08/26/2013 10:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal F
TSA Employee: (If Known) :
Comment : I am a Type 1 Diabetic who wears an insulin Pump. I fly every week an am subject to additional screening because of my pump - my pocket is patted down and my hands are tested.

Today, I was told that the rules have changed over the weekend, and that i would have to go through a full body pat down. Is this correct? If so, this is discrimination, and i will be contacting the American Diabetes Association for their help in reversing this decision.

It is not my choice to wear a pump, the pump contains less than an ounce of liquid, and yet diabetics are forced this additional screening and the humiliation that goes with it.

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

Caller stated she spoke with a TSA manager and she was told to send the comment card to TSA headquarters. Caller stated she had to have a patdown done at both airports. Caller stated she had a patdown on the way back and there was an incident where she has to get screened using a powder on the screening. Caller stated she had the ETD screening done on her hand. Caller stated she is a female that was born in Wisconsin. Caller stated the manager told the passenger to wear her hair down. Caller stated she flew on Frontier Airlines. Caller wants to know why she needs have additional screening. Caller flew from Ronald Reagan Airport to Madison WI. . Caller stated she felt like she was being profiled for her race or her body shape. Caller stated she is the only one being pulled aside,caller stated her husband or daughter gets pulled aside for additional screening.

Advised caller the following information:

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

8/26/2013 12:44:20 PM

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

Advised caller 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. TSA policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. We regret that you found your experience to be less than satisfactory. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

We understand that the intensive nature of the patdown inspection can be stressful. Accordingly, TSA's Disability Coalition maintains an ongoing dialogue with 60 groups representing a cross-section of the disability community. Several organizations that represent the interests of victims of sexual assault and violence are included in this group, and TSA has been augmenting the training provided to Transportation Security Officers (TSO) to increase their sensitivity to victims of sexual violence and abuse. 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.

Told her I will review with her the information she covered with (b)(6)

NOTES from Prior EID: (b)(6)
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Caller stated she spoke with a TSA manager and she was told to send the comment card to TSA headquarters. Caller stated she had to have a patdown done at both airports. Caller stated she had a patdown on the way back and there was an incident where she has to get screened using a powder on the screening. Caller stated she had the ETD screening done on her hand. Caller stated she is a female that was born in Wisconsin. Caller stated the manager told the passenger to wear her hair down. Caller stated she flew on Frontier Airlines. Caller wants to know why she needs have additional screening. Caller flew from Ronald Reagan Airport to Madison WI. . Caller stated she felt like she was being profiled for her race or her body shape. Caller stated she is the only one being pulled aside,caller stated neither her husband or daughter gets pulled aside for additional screening.

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8/26/2013 1:21:00 PM

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

Advised caller 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. TSA policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. We regret that you found your experience to be less than satisfactory. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

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****

The caller flew from IND to MEM with Delta flight DL6112 on 7-31-13 and went through screening about 11:35pm for a 12:35pm flight. Her carry-on was screened by x-ray. The caller states the officers screened her bag and then took her bag to another area to screen it while she was going through screening. The caller states that she had fruit, her purse, and water in her carry-on. The caller states they should have screened her carry-on where she could see it and when her carry-on was returned to her, her fruit and $20.00 was missing. The caller states the officers would not give her water back but she now understands that she was not supposed to have it. The luggage was a small black bag with double handles that zips. The bag had Holly Springs Primary School written on it in gold. The caller wants to know how many pages are with the claim form. The caller wants to know if she has to mail or fax the claim form in. The caller is upset that they took her bag away to screen it while she was being screened.

8/26/2013 3:34:11 PM

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

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

I advised the caller the claim form comes with a letter explaining how to fill it out and where to send it to.

The Passengers daughters name is (b)(6) and can be contacted if necessary.

Caller has a hip implant and knee replacement. Caller flew from LGA and went through the screening equipment twice and had to undergo a patdown. Caller said her Ipad came up missing after her bag was checked twice. Caller said her desceased husbands pictures are on the IPad and she wants her IPad back,. Caller said the Ipad came up missing before she got on the plane

Airport LGA
Airline JetBlue
Flight numbers B61117
Date and time of incident 08 22 2013 4 pm
Baggage tag number N A
Description of bag, color, style, size, brand - carry-on, yellow cloth bag without wheels
8/26/2013 5:08:40 PM NOI with Writing N A
Terminal or Gate Caller thinks it was A14
Contact information (b)(6)

I apologized to the caller for the missing IPad.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told her to check with lost and found.
LaGuardia Airport
718-662-5043

August 2013.

Dear Sir or Madam:

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

8/26/2013 6:16:41 PM

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

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

Caller flew from Las Vegas Saturday at 6:25 am. Caller says that he was about to be patdown and asked the screener if he had a same gender preference. Caller states that the supervisor immediately assigned a different TSO to screen him without even asking any questions, and then made him fearful that he would be arrested. He says that he was concerned about being sexually molested and that he intended it as a harmless question. Caller states that he is a highly paid consultant who flies frequently.

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

8/26/2013 7:03:46 PM

Flight information:
Flight Path: Las Vegas (to Chicago cancelled) instead to Dallas to Pittsburgh
Flight date time: 8 24 6:25 am
Flight #: (does not have)
Airline: American airlines
Airport: McCarran
Gate Terminal: (does not have) and (one next to)
Time: 6:25 am (supervisor was supposed to file an incident report; no names nor badges given).
Witnesses: supervisor, and new agent:
Email: (b)(6)

I recently traveled and requested a pat down to avoid any radiation exposure as directed by my MD.

Your weak spot is allowing any passenger to be escorted through the glass gate by the TSA agent before being wand screened. Their baggage may pass through and they retrieve it and walk the passenger to the pat down area.
If you allow anyone to go back with the TSA rep you have defeated your own security measures. I noticed this right away. Could not believe it. Though you use 2 measures, pat down and chemical detection, it does no good if a person is allowed ahead of the other passengers to be escorted. Right?

3 methods should be used' a wand for metal, then
escort the person after being checked and then the pat down and chemical detection.

8/27/2013 8:57:33 AM

I sent a similar message to a "wrong email " address I misread. You may get it anyway.

The backscatter millimeter wave is still radiation no matter what you want the TSA reps to tell the public.
Please don't mislead the public on this issue.

Thank you, hope this helps.

(b)(6)

From: (b)(6)
Sent: Monday, August 26, 2013 10:35 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP: (b)(6)
Date Time: 8/26/2013 10:34:46 PM

8/27/2013 8:58:44 AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

website and travelers with medical needs

Comments:

First, your website is difficult and conflicted; more below. In addition, the actual person I finally, after several tries, spoke to was RUDE, did not bother to listen to me, read something at me so fast I could not follow in, and kept telling me that it was on

Caller said on Sunday he went through security and caller had a patdown. Caller said a TSO refused to do a private screening. Caller wanted to file a formal complaint but he did not want to provide his name or contact information. Caller said a TSO touched his genitals. Caller asked if he could send an email.

8/27/2013 10:01:45 AM

I told the caller I needed his name and contact information regarding filing a formal complaint.
I gave the caller the email address, TSA-ContactCenter@dhs.gov

Caller s pregnant daughter flew out of SLC this morning aboard JetBlue. She opted out of AIT screening and requested a pat-down. Caller states the male officer was very rude and inconvenienced by her requesting a pat-down. Caller s daughter has previously contact the TCC and verified that she is able to request a patdown in lieu of AIT screening. Caller does not have specific flight information and will call back when she obtains the flight number, gate, destination airport, and a brief description of the male TSO who she deems was rude. This incident occurred at approximately 8:30AM.

8/27/2013 11:53:55 AM

Resolution:

Advised caller we can forward her complaint to the SLC CSM when she calls back to provide specific flight information. Confirmed to caller that AIT screening is voluntary for all passengers. Any passenger, including pregnant passengers, may request a pat-down in lieu of AIT screening.

Caller said she flew from Charleston SC, to Philly to Frankfort in First Class to Florence Italy. Caller said on their return trip, they flew from Florence Italy. Caller said they were gone for 23 days.
Caller said on the return trip home, they flew from Florence to Frankfort Germany then to Charlotte and then to home.Caller said in Frankfort, she was late for boarding and she was running to catch her plane when she was stopped and had to go back to security because she had SSS on her boarding pass. Caller said she opted for a patdown and was asked to remove her shoes. Caller said they were very nice and the screening went well. Caller wants to know why she had SSSS on her boarding pass and does this mean that everytime she flies, she will have that on her boarding pass,. Caller said at the hotel, she did not have any problem printing her boarding pass, but they had to make several attempts before her husbands boarding pass would print. Caller said that something strange happened when she went through screening, there was a middle eastern man from Saudi Arabia who live in Michigan was having to undergo the additional screening too. Caller said this man was a doctor and caller said this man turned out to be her seat mate. Caller thought this was odd. Caller flew on Lufthansa and then changed to US Airway

8/27/2013 11:55:12 AM

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 told the caller that I have no information saying she will always have the SSSS on her boarding pass. I told her that if she has additional problems, she can call back and apply for Redress.
I called her back at 12:22 to tell her that since this happened in Germany, that it was not TSAs jurisdiction.
Callers daughter is pregnant and wanted to request a patdown at SLC this morning and the officer was very rude to her. He seemed to be inconvenienced because she requested a patdown. Caller is wanting to file a complaint against this agent so other passengers will not be treated the same. She did not get the officers name.

8/27/2013 12:02:03 PM

Airport: SLC
Airline: Frontier flight # F9570 Depart at 10:17am
Arrived at checkpoint @ 8:30am on 8 27

I advised her that I would forward the complaint to the CSM at SLC so they will be aware of the issue.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 8/27/2013 10:16:40 AM

8/27/2013 12:11:36 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Gate N SeaTac
Comments:I saw the most disgraceful act absolutely embarrased to have witnessed it. A man in his 80s with a cane and a WW2 veteran hat on being pulled aside for an extra pat down? Are you freaking kidding me? This guy fought for our country and has to deal with that shit getting on a plane????!!! If you people think that poor man poses a threat you need to open your eyes and smell the roses. Absolute intrusion of his rights and you should be freaking embarrassed.

The caller flew to Puerto Rico this morning. She stated that she was pulled aside for a patdown. She stated that she does not have her drivers license. She stated they did not give her drivers license back, because she can not find them. She flew from EWR. She stated that she called someone and they said that the number was no longer available for Continental.

8/27/2013 3:36:41 PM

Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost. I provided the contact information for the lost and found department at, Newark Liberty International Airport: 908-787-0667.

http: www.tsa.gov traveler-information airport-lost-found-contacts#21

I am writing to formally file a complaint with the Transportation Security Administration
("TSA"), Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement, Disability and Multicultural Division ("DMD") about the unlawful racial discrimination and physical assault I recently endured at the hands of a TSA agent while traveling out of Dulles International Airport in Sterling, Virginia.

I am a physician who frequently travels to and from Washington, DC and have flown in and out of all three major airports in the region- Ronald Reagan National Airport, Baltimore Washington International Airport and Dulles International Airport ("Dulles"). Of these three airports, Dulles is by far the place where I have encountered discrimination, disrespect, and mistreatment by TSA agents multiple times. It was this last incident at Dulles that prompted me to file this complaint.

On Friday, June 28, 2013 at approximately 11:00 am, I became the victim of unlawful racial discrimination and physical assault. While passing through the airport security checkpoint at Dulles, I opted out of the full-body scanner and requested a pat down. TSA agent, (b)(6) conducted the initial pat down. She aggressively performed the pat down, pressing her hands very hard against my body and hitting my crotch. I politely asked her to slow down and avoid hitting my crotch with intense force because this is a very sensitive area. Despite my request, agent (b)(6) repeated hitting my crotch one more time. I felt violated and could not tolerate this kind of physical abuse. I requested that she stop immediately and call a supervisor.

Supervisory Transportation Security Officer, (b)(6) was called on to supervise a subsequent pat down. Agent (b)(6) got confrontational with her supervisor when he asked her to be mindful of my request. Supervisor (b)(6) then asked another TSA Agent, named (b)(6) to conduct another pat down, which was done respectfully and without the need to invade my genitalia. Upon exiting the security checkpoint area, I completed a TSA comment card detailing the incident and providing my contact information. To this date, I have yet to receive a response in writing or by telephone from TSA staff at Dulles.

8/27/2013 6:41:56 PM

Taking in its totality the sum of all disrespectful experiences I have endured at Dulles,
including this recent incident, one can reasonably reach the conclusion that I have been the victim of unlawful racial discrimination. 1 My background is Asian American and the majority of the TSA agents, who have acted disrespectful towards me in the past, have been Caucasian - this includes agent (b)(6) In contrast, I have had no problem with TSA agents who appear to be minorities, like Supervisor (b)(6) and agent (b)(6) They have been professional and have treated me with courtesy, respect and dignity. This excessively aggressive pat down style at Dulles is not an isolated matter but a serious systemic issue that needs to be addressed immediately.

As a physician, I conduct physical examinations of patients from all backgrounds and walks of life on a daily basis. I know first-hand how critical it is for a patient to feel that the examination is conducted with care, respect and cultural sensitivity. While my field of work may not involve national security, I know very well the distinction between a pat down and physical assault. Unfortunately, I endured the latter.

I wholeheartedly support TSA's efforts to keep travelers safe and am aware of the constitutionality of airport security screenings; however, TSA's right to search citizens in an airport is not unlimited. I have an undisputed constitutional right of privacy when it comes to my genitalia. The level of force applied against my crotch was unreasonable and simply crossed the line. The TSA staff at Dulles needs serious training on civility, professionalism, sexual harassment, and cultural awareness, especially while conducting pat downs.

I am confident that the DMD will examine this complaint carefully, bring it to the attention
of the TSA staff at Dulles, and remedy this situation as soon as possible. I look forward to hearing from your office in the coming weeks. Should you need to speak with me directly, my telephone number is (b)(6) Thank you for your prompt attention to this matter.

Sincerely,

Caller is in Midway travel Southwest to Columbus Ohio. He has had shoulder replacement, he has a card. In Columbus they accepted the card. He says he cant remove his belt but the officer made him take his back off. He had to have a patdown. He is upset at his screening in Midway. He isnt happy for the patdown and how they had to do his screening. He says the officer smirked at him. He says it was racial profiling because he was African American. He had gotten the officers name. He says the supervisor was there watching and ask the officer why he had provided the caller with his name. He stated he would get an attorney and file charges against TSA.

8/27/2013 7:34:48 PM

Told caller
I explained to him screening may be differ slightly from airport or from agent to agent. Passengers can ask to leave on shoes or belts. It is up to the officer to allow the passenger to leave on shoes or belts. He should always let the officer know of the metal in his body. If there was an alarm they will give a patdown to cleare any alarm.
I offered him the CSM contact information but he did not want it, he wanted to be transfered. I told him I could not transfer the call.
I could not tell him why the officer smirked at him. He stated he felt this was due to racial profiling. I offered to transfer him to a special agent that deals with racial discrimination, he did not want to be transfered.
I was sorry this had happened to him.

Attachment:

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

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

Report of the Incident as it occurred:

8/27/2013 8:02:39 PM

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

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

The caller was told that he was red flagged. He stated that his passport has been stolen. He has a Tens unit, medications, and he has metal in his bag. He stated that his daughter is wanting to take him away. He stated that he has to have patients because, he has had several back surgeries, and elbow surgery. He stated that standing in line takes patience. He returned from Mexico he was put inside a glass room at MIA, because his passport was stolen in Mexico. He stated that he has to remove all of his clothing in the glass room. He stated that everytime he flys it is a circle. He stated that he needs a card that says that he has metal implants. He stated that he would like to find out if he is on a list of some sort. He stated that in LAS they tried to x-ray his money. He stated that in PHL he was told that he was on a red flagged list and he asked why, however they would not tell him. He stated that he is wanting to know how he can fix this issue. He stated that he even has issues at the bank with his Identity being stolen several times. He stated that his ID number, Social Security Number, and his other information is flagged. He asked if he can send the letter certified mail.

He stated that his daughter is wanting to take him somewhere in a few months when she graduates, however he does not want her to experience the circus at the airport.

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.

8/28/2013 1:03:14 PM

DHS TRIP is part of an effort by the United States 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. 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 by entering the Redress Control Number.

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 the similarity of a traveler's name and personal information to another person in systems which contain information from Federal, state, local and foreign sources.
Participation in the DHS Traveler Redress Inquiry Program is voluntary. The Redress Application process can be found at www.dhs.gov TRIP.

In the alternative, travelers may apply through email or the 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). I explained that the forms need to clearly legible and they need to be able to see the picture clearly as well. He can return the form certified mail.

I explained that returning to the United States he would go through CBP, not TSA. We are a general contact center, and a single point of contact for over 450 airports within the United States, we do not have his information.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 8/28/2013 1:40:13 PM Airport : SAN - San Diego Intl-Lindbergh Field Date/Time of Travel : 08/26/2013 3:15 PM Airline & Flight Number : American Airlines AA528 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :
Comment : I had a very big problem with a couple of your agents earlier this week when my pregnant girlfriend and I attempted to travel from Chicago to San Diego and back again. My girlfriend's doctor informed her to opt-out of security check point body scans at the airport. Whether or not the TSA deems these devices "safe" does not matter; doctors are telling pregnant women not to use them and instead ask for a pat-down.

At the Chicago airport, when we were departing, we were informed that they were safe and given quite a bit of attitude when we insisted on a pat-down. Eventually, my girlfriend was given the pat-down and the woman who administered it was perfectly fine and professional. Our experience during our return flight security procedure at the San Diego airport was much worse.

8/28/2013 2:11:58 PM

Not only did the agent give us attitude regarding the pat-down, she asked my girlfriend if she used her cell phone and that the body scanner was as detrimental as using a cell phone. When my girlfriend insisted on not entering the body scanner, she told her that is was merely an x-ray machine! This was a flat out lie to a pregnant woman and it upset my girlfriend very much. I have no idea why an agent would behave in this manner. As I stated, whether or not they are "safe" is not the issue; my girlfriend was advised by her doctor, a medical professional, to not go through the scanners and the agent in San Diego attempted to equate a body scanner to cell phone use before lying to my girlfriend and telling her it was merely an x-ray machine. This is unacceptable and incredibly unprofessional and I think the TSA needs to address the fact that doctors are informing pregnant women not to enter these machines and train staff to respond appropriately. Eventually, my girlfriend was given a pat-down and again, it was administered by a competent and professional employee, but she was upset that someone would attempt to circumnavigate the advice of her doctor by lying to her and trying to coerce her into a scan she was explicitly told to avoid. Needless to say, we were not happy about the way TSA agents handled the situation on either end of our trip but especially in the San Diego airport.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller travels with liquid medications.

Information Request: She is needing to know the screening process for liquid medications. Is she permitted to advise the TSO that she does not want her liquid medications opened.

Response Details: She is permitted to inform our officers that she does not want her medications opened at the checkpoint but I can not guarantee that the bottles will not be opened because this is the decision of the TSO at the checkpoint.
If she requests that her medications not be opened she will have to go through additional screening which would include a patdown.
I am forwarding her complaint to the CSM at MCI.

8/28/2013 2:50:58 PM

Incident Details: Caller went through screening at Kansas City for a flight to PHX on Southwest on August 14th and has medical conditions and is on several medications including liquids. An agent opened her bottle of liquid medications and stuck his nose in the bottle and put the cap face down on the table with all the germs and then he stuck a swab inside the bottle. She does not remember the exact time that she went through screening and she does not remember what the officer looked like.

Caller feels that the officers overstepped his bounds in opening her medications and sticking his nose in it and then sticking a swab inside the bottle.

Caller stated that she didn t feel that this was anything disability related, just that the officer did not know what he was doing. Caller just wanted to make for sure that this officer didn t contaminate someone else s medications.

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

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

8/28/2013 6:50:28 PM

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

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

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

Although some airports may offer disposable booties or slippers to passengers as a courtesy, this is not a TSA-wide practice or requirement.
I also told him he may ask for a supervisor at any time.
Sent email.
I apologize
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 8/28/2013 5:48:06 PM

8/28/2013 8:02:00 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):SFO terminal 3 checkpoint closest to gate 68
Comments:I turned around to see a screener handling the items in my tray including my wallet in the immediate moments Before the tray went into the X-ray machine. I don't see any reason other than potential theft for a screaner to handle my belongings as they go into the X-ray.

8/29/2013 11:32:56 AM

Caller said that herself and her husband both have TSA Precheck and are GE members. Coming back from Aspen, CO she had a very fearful experience with a TSA agent, specifically the patdown. Her husband is 71 and he has lots of metal implants in his body. He has never had a problem at a checkpoint before. Her husband went through the machine and then had to go through a patdown. Her husband had a horrible patdown. She stated that the TSA agent touched very private parts of his body. Other passengers came up to them afterwards and said they had never seen that before. She asked if this call was recorded, she hoped. They asked for a manager and she said that she should have known right away not to tell him anything. She told the manager about the experience and he was very defensive. Her husband was very upset. She wanted to drop it right away but the TSA agent was very defensive and told her to calm down. The agent came up to her husband and said that is the way the patdown is to happen. The caller was waiting for their plane about 5 minutes when an agent came up to them and asked for their name. He said give me all of your information. The caller wanted to just drop it but the TSA agent tried to grab husbands boarding pass. They told the agent that they would like to drop it. The agent said you are not flying today and I am calling the police. The agent then talked a United agent. The gate agent told the caller that they will not allow you to fly today. She asked the United agent, have you had a lot of trouble with this man. The United agent at the gate told her to call and personally report this and that was all he wanted to say. Then the United agent talked to the TSA agent and then told the caller, I am very sorry this happened, you can get on the plane. The agents name at the Pitkin county airport was (b) She did not have the last name. (b)(6) is the area manager of TSA at the airport. She stated that she is scared about the incident.

Response: Apologized for incident. And advised that I would send her complaint to the CSM, Mr. Shoshone, at the airport.

Also, (b)(6) talked to the caller to reassure her that there would be no retaliation on her.

8/29/2013 12:57:24 PM

Caller says that he purchased a train ticket to travel from Chicago to Kansas City. He says that when he got to the Amtrak TSA checkpoint, there was a TSA agent wanting to inspect his bag. He says that these individuals had TSA on their shirts. He says there was a TSA agent with a canine, a supervisor, and the individual wanting to inspect his bag. These individuals were all with the police officers. he says that he told the TSA agent that he would not let him inspect is bag because this was against his constitutional right to randomly inspect. If they were pulling everyone it would be different, but they weren't. He says that he had two bags, one of which was a duffel full of clothes. He wanted to know if John S. Pistole's information was on the Web site. He says he may call back for this later.

Advised caller:
Advised caller that TSA does not conduct the screening for Amtrak. Advised caller that we do deploy canine units and other TSA agents to train stations just to show a presence to try to ward off terrorists, but we don't screen passengers and their luggage for trains. Advised caller that at an airport we screen all passengers with some form of screening. All passengers items are x-rayed and the passengers will at least go through a machine to be screened. We do pull individuals for patdowns and hand inspect bags randomly, just to keep randomness in our procedures. We don't want everything to be the exact same every single time, so that it becomes predictable. Advised caller that if he wants to he can send a written correspondence to the TSA administrator, John S. Pistole, I do not know if this information is on the Web site or not.
Caller said right before paldown he is asking about sexual preference of the screener and he said he has a formal complaint at the airport about this. He said this is harassment that he is not allowed to ask this question. He wants to talk to my supervisor and said he had already read the template regarding transgender.

8/29/2013 1:22:13 PM

Response: Thank you for contacting the Transportation Security Administration regarding the security screening of transgender individuals. I was going to read this template but he said he had already been online and read it. I advised him he can contact the CSM at the airport where he filed the complaint. I advised him I don t have a personal opinion about this. He asked to speak to my supervisor.

(b)(6) responded that we do not have additional information on his issue.Recommended he contact John Pistole for his specific questions.

8/29/2013 2:16:30 PM

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

Hello. I am writing to inform you about the disrespectful and inconsistent treatment of families in US airports. I would like to see changes made to consistently and respectfully implement security measures that account for the needs of families traveling with bottle-fed infants. I would appreciate a response sharing what will be done to ensure another family does not experience what I have, detailed as follows.

I traveled from Washington National Airport on August 21, 2013 with my husband, three-year-old daughter, and three-month-old son. My son is bottled fed with formula. When packing for our trip we put all bottles with water, sealed and open packages of powdered formula, and sealed boxed liquid formula in a separate bag to facilitate the TSA check. After these items were separately checked in the security screening at Washington National Airport, we were let through without any questions or problems. I was pleased with how we were treated.

On the return flight from Denver International Airport on August 28, 2013 we encountered a problem which resulted in what I can best describe as a gross disrespect for Americans, families, and mothers, and a completely inconsistent implementation of policy from airport to airport and per the TSA statement on its website.

We arrived at the Denver airport just as we did at the Washington one – with the same amount of bottles and formula all separated out and ready to be checked. And as with our out-bound flight I also arrived with Virginia state-issued identity cards for both of my children—proof on laminated paper, in addition to my children physically being with me—that I had a bottle-fed baby (and three-year-old).

8/29/2013 4:20:59 PM

The TSA official said that I could not bring through an 8 ounce, sealed from the store package of Gerber ready-to-feed liquid formula. I would have to open it so it could be checked. Opening it was essentially tossing it because once opened, it either needs to be consumed by the baby in one hour and my son had just eaten (thanks to our careful planning), or has to be refrigerated. I was under the belief that ice packs were not allowed, since they are frozen liquid. Turns out they are allowed. I learned that lesson.

I politely informed the TSA official that this same package had gone through the security at the Washington airport just fine. This Denver-based official said he could not let it through. The official asked the supervisor to come over to verify his own decision. I then, calmly and respectfully, pulled up this website from TSA that says the following, and read it to the official (http://www.tsa.gov/traveling-formula-breast-milk-and-juice):

"Although formula, breast milk, and juice is inspected at the checkpoint, you, your infant or toddler will not be asked to test or taste the breast milk, formula, or juice. Our Security Officers MAY test liquid exemptions (exempt items more than 3 ounces) items for explosives. Officers (b)(also ask you to open the container during the screening process." (capitalization added for emphasis here)

I said to both officers that it seems there is some interpretation here to be had by each airport – that officers "may" test the formula. I asked them, since the Washington official chose to not have me open and/or toss my formula, if they would do the same but they said it is their right to check this. They said I could undergo a pat down in order to keep the formula. I decided to undergo the pat down.

You may ask why I didn't just throw out the 8 ounces of formula. The reason is because we were to be traveling for several hours, and with the worsening service offered at airports these days, I needed to be prepared to feed my infant son. I am not aware of baby formula being available for purchase in the airports—something that would be a welcome support for families in a pinch. Also, we have a tight family budget right now and it's difficult to make the choice to throw away perfectly good food for my child.

Because I was exhausted traveling with my two young children and already having been awake since 5:30am that day with the baby (it was now 11am), I didn't realize that I was consenting to a pat down and not just a wanding. So I said I'd undergo
Dear Sir or Madam

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

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

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

8/29/2013 6:02:27 PM

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

Thank you in advance for your consideration.

Best Regards,
(b)(6)

"The secret to happiness is to admire without desiring." - F. H. Bradley

8/29/2013 6:34:48 PM

Caller said that she travels internationally and lately she is subjected to additional screening including patdowns when re-entering the US. The airline told her to call TSA to see if she was on some type of list or if there was any reason she was subjected to this security.

Explained to caller that DHS has a SPOC for travelers who experience difficulties when traveling or crossing international borders, such as constantly being subjected to additional security. Explained that she could submit a traveler inquiry form to request DHS investigate the circumstances are try to redress any of these issues. Ordered the forms to be sent to her via post per her request.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

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Remote Client IP: (b)(6)
Date Time: 8/29/2013 7:42:58 PM

8/29/2013 7:59:16 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):JFK Terminal 3 (American Airlines)
Comments:I was treated rudely by a number of TSA employees this morning, under the "supervision" of (b)(6) After I had put my bag/shoes/etc. in the bin and through the x-ray machine, I was told to go through the Rapiscan machine. I refuse to use those death-traps (that you are still using such dangerous machines is another matter entirely), and opted out. At this point, I could no longer see my belongings, and I asked that they be placed somewhere I could see them. The TSA at JFK has a reputation for stealing passengers' belongings, and I did not want to become a victim. I was ridiculed by the staff, who refused to take my request seriously. I asked to see a supervisor, and no supervisor was called (I believe it was an employee named (b)(6) who was ignoring my requests at this point). After not getting any results by asking politely, I had to raise my voice, and eventually a supervisor (b)(6) appeared. He was not particularly helpful; he just kept asking "have all your concerns been addressed", as if he couldn't wait to go back to whatever he had been doing before being called out to handle this situation. After a particularly rough pat-down, I was allowed to proceed.

There are good TSA employees, and there are bad TSA employees. Every employee I observed that morning fell into the latter category. Like many Americans, I'm counting the days until the TSA gets disbanded and all the thugs you employ are out of work. They deserve it.

8/29/2013 7:59:46 PM

Hello,

I was recently subjected to a public pat down due to wearing an underwire bra through an airport. The experience was rather humiliating and I'm wondering if the tsa is doing anything to prevent this situation or at least lessen the frequency. Underwire bras are the only bras that I can wear and I shouldn't have to avoid flying simply to avoid a public patdown. I just googled this situation to see if its happened to other women and I see that it happens frequently and some of these women are so upset that they contact lawyers.

In my case, I went through the detector three times, each time receiving an alarm, and the tsa agent kept suggesting that I remove every piece of jewelry including earrings and necklaces before a second agent walked over (taking pity on me I suppose) and asked me point blank if I was wearing an underwire bra. It was almost 20 minutes before I finally was subjected to the patdown (of course i had to wait for a female agent to appear). Fortunately, I did not miss my flight.

I understand that these searches are necessary to ensure passenger safety, however, patdowns due to underwear construction is a bit ridiculous.

Why not ban all underwire bras? Then those of us who have to wear them just won't spend our money flying.

Why not acquire better detectors that can differentiate metal locations on the body? Where are the body scan detectors? Won't they be able to do this?

Why not ensure that female agents are readily available so female passengers don't have to wait for their public patdown?

Why not explain to all tsa agents that an underwire bra may set off the detectors so that further delays, multiple passes, and removal of tiny jewelry is not necessary, when an underwire is the most likely culprit.

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

Sent from my iPhone

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

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Remote Client IP: (b)(6)
Date Time: 8/29/2013 8:36:47 PM

8/29/2013 9:00:55 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):MIA terminal H
Comments:The treatment of passengers at MIA has always been discourteous, but in terminal H, there has been a lot of personal violence. My genitals have been fondled (the screener spent almost three minutes holding my testicles in his hand) and he treated me roughly. While he was groping me and twisting my arm, money was also stolen from my carry on. When I asked to see his supervisor at the check point, he told me to shut the f*** up or he would throw my a** in jail and send me to Guantanamo. I have committed no crime. When I finally got through and asked to see the supervisor, the man was totally indifferent. I am more afraid of your bullies at the check point than I am of terrorists. do I have to wear a clerical collar to receive some respect? I am indignant!

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

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Remote Client IP: (b)(6)
Date Time: 8/29/2013 8:36:47 PM

8/29/2013 9:00:55 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):MIA terminal H
Comments:The treatment of passengers at MIA has always been discourteous, but in terminal H, there has been a lot of personal violence. My genitals have been fondled (the screener spent almost three minutes holding my testicles in his hand) and he treated me roughly. While he was groping me and twisting my arm, money was also stolen from my carry on. When I asked to see his supervisor at the check point, he told me to shut the f*** up or he would throw my a** in jail and send me to Guantanamo. I have committed no crime. When I finally got through and asked to see the supervisor, the man was totally indifferent. I am more afraid of your bullies at the check point than I am of terrorists. do I have to wear a clerical collar to receive some respect? I am indignant!

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 8/30/2013 9:29:02 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : round trip tampa to newark & then back - I was patted down after xray walk through going and again returning...but then in a private room with my carry-ons and shoes.

8/30/2013 10:07:00 AM

After 1/2 hr I could rejoin my husband and told...have a nice day!

Someone told me it was because I have a small build and my clothes not clingy.

What do you say?
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

8/30/2013 10:07:03 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Disability Complaint Current Date/Time : 8/30/2013 8:26:17 AM Airport : MCI - Kansas City International Date/Time of Travel : 08/30/2013 6:45-7:20 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6)
Comment : This is the second time my request for pat down screening has been obstructed by TSA. I am recovering from surgery, must wear a brave and use crutches. I requested pat down screening. After putting my crutches through the belt screener, (b)(6) refused pat own, made me stand and wait, sent me to the scanner (where I had to step out and wait again for calibration) and, of course, still had to have pat down done afterwards. His conduct was deliberately obstructionist. Happening once I would chalk it up to poor customer service, however I was treated similarly by (b)(6) on my last trip through. In contrast, the agents at Love Field are extremely considerate and helpful and still get the job done.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/30/2013 11:01:56 AM

Caller and dad flew from MSP to SEA and through security at MSP everyone had to go through the body scanner. She is 17 weeks pregnant, should she have been directed through that technology?
States they didn t see any signs posted at the AIT machine informing they could opt-out.

Response:
The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings.
This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.
TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT.
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.

Explained AIT is a voluntary alternative screening process and she always has the right to opt out.
Disability Description: The caller has an insulin pump.

8/30/2013 12:39:44 PM

Response Details: I gave the following information: To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA s Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.
For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act it must:

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

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

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

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

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

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

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

I emailed her a claim form and the D-RFI.

Recently flew from DEN wanted to talk to someone about the screening. She said the screeners were lazy. She got there at 4:55PM and went through taking shoes off and putting her stuff on the belt. She told them she was going to opt out and do the patdown. She does this all the time because she doesn t trust the AIT machine. She said some of the officers were standing over in the corner talking. After a while of waiting one of them finally motioned her over.

8/30/2013 12:46:20 PM

Response:
Apologized taht she had a bad experience at the checkpoint. We do keep a record fo all complaints and if we do find that this is a repeating issue at a particular airport we would forward this to the CSM at that airport so they can take proper action. If you would like you can also contact the CSM at the airport yourself and to get their contact information you ll need to call this number back and press option 5 and enter the airport code DEN and it ll give you their contact information if you would like to contact them as well.
Who is the supervisor for this individual? I want to make a complaint.

I was traveling with my family through Logan Airport on August 19 on American Airlines. My 20 year old son went through security with my 12 year old daughter. They were allowed to go through the metal detector. My 18 year old son asked for a pat-down, as did my husband and I.

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

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

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

8/30/2013 4:36:18 PM

Please advise as to what I need to do to follow up with my complaint against Officer (b)(6)

(b)(6)

(b)(6)

(b)(6)

Beverly Hills, California 90210

Email: HYPERLINK "(b)(6)

TSA:

I sent the message below to you on August 13, in follow-up of a prior message on August 12. I received a reply that my inquiry was being referred to someone who could give me an answer. I have heard nothing since.

In the meantime, I have traveled by air twice, and I do confirm that there are TSA signs in the screening area that imply that there may be a health risk from millimeter-wave scanners. Therefore, I rephrase my prior request. Please give me the information that I would need to advise a patient or, if you have indeed proven that the technology is harmless, remove the signs that suggest otherwise.

May I expect a reply, please?

8/30/2013 4:36:20 PM

(b)(6)

Falls Church, VA 22042

(b)(6)

>>>>>>>>>>>>>>>>>>

From (b)(6)
The caller flew from SAV, and was identified for additional screening with a patdown and ETD. He wanted to know why this happened, and if this would happen again.

Advised Caller:

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

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

8/30/2013 5:05:29 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. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

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

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

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

I would like to file a complaint regarding a TSO at DIA.
The TSO, a white male aged 22-28, about 6ft tall with short blond/brown hair and glasses, was working the middle body scanner at the North station on 8/30, around 1035am, took me out of line after the scan, accused me of "flipping him off" in the scanner and stated that if I "wanted to act up, he will teach me." Instead of immediately contacting his supervisor, (b)(6) I was forced to wait. When Supervisor (b)(arrived, the TSO proceeded to accuse me in front of everyone about what had happened, telling Supervisor (b)(to "look at the picture, you'll see." I agreed and asked to see the picture, which was refused. I asked for the TSO's name and badge number, which was refused.
I was then subjected to a full pat down, with the TSO smirking at me from his post.
It is unfortunate that a new and obviously inexperienced TSO would choose to act so unprofessionally, arguing with me in front of the public and his supervisor.
Please acknowledge this complaint, including information regarding how the incident will be handled.

8/30/2013 10:09:08 PM

Thank you,

(b)(6)

(b)(6)

8/30/2013 10:09:13 PM

Feedback Type : Complaint
Categories : Disability Complaint; Screening Current Date/Time : 8/30/2013 9:24:10 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 08/29/2013 5:45 AM Airline & Flight Number : American Airlines 1062 Checkpoint/Area of Airport : American Airlines Terminal 3 - ORD to MIA TSA Employee: (If Known) : Woman Comment : My mother who has a pacemaker showed her pacemaker medical card was at Screening and was told by a TSA worker to walk through the imaging machine she was not offer a pat down so my mother had to get out of her wheelchair to walk into the machine. NOW her pacemaker is NOT working normally. Why did this woman tell my mother to go through the machine? is this usual practice for people with pacemakers??
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/31/2013 11:03:32 AM

Feedback Type : Complaint
Categories : Disability Complaint; Screening Current Date/Time : 8/31/2013 10:50:40 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 08/31/2013 9:00 AM Airline & Flight Number : DL 1814 Checkpoint/Area of Airport : TSA Pre Check near Delta counters TSA Employee: (If Known) :
Comment : We would appreciate a scanner so that pat down is not done. My husband has an artificial knee and would appreciate the scanner because the pat down is personally invasive and takes longer.

This is not limited to the Seatac airport but at so many around the country.

Please out scanners at TSA Pre Check!!!
Would you like a response? : True
Passenger's Name (b)(6)
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 TSA Chief Supervisor, Midway Airport, Illinois

I am a cancer patient who was travelling back to Seattle from Cancer Treatment Centers of America at Midwestern Hospital in Zion, Illinois in May or early June, 2013.(I can get the exact flight info if needed). I do not go through the scanners because of my cancer and not wanting to risk further injury to my DNA, even though the scanners are purported to be safe.

Because I get the pat-downs, I must wait for a female attendant to come and call me through the gate. This often involves a delay. On one occasion, my belongings, including all my money, ID and credit cards, as well as my medications and computer and C-Pap machine, had gone through the conveyor scanner and were sitting unprotected and unsupervised, not visible to me, on the other side as I waited for at least 15 minutes. I voiced my concern to a TSA agent at that time and was rudely told it was no concern of theirs and that in the future I should not put my items through until the female agent was ready to call me through.

8/31/2013 7:04:20 PM

In May(?early June), 2013, at Midway Airport in the late afternoon, when the wheelchair attendant brought me to the security checkpoint, I did as they had advised me. I took off my shoes, put all my belongings in a bin and,after informing TSA I needed a pat-down, stacked the trays with my belongings together, off to the side, so I would not obstruct the flow of passengers as I waited for the TSA agent who would pat me down, which is when I would put my belongings through the conveyor. There were at least 10 or so young TSA agents in front of and behind the 2 scanners, at least 5 of them female. They were loud, talking and laughing to each other and yelling at passengers at times, ordering them in an authoritarian manner, not friendly or polite, or professional, in my opinion. They appeared unconcerned and distracted. A tall young man, who I later learned was named (b)(6) approached me and yelled at me to put my items through the conveyor. He grabbed my containers, which I had my hands on as if to force them into the conveyor. I held onto them and was trying to explain the situation. He started yelling at me in a loud voice, interrupting me over and over, yelling to his friends that I was refusing to put my belongings through, which is not the case. I held onto my belongings and told them I wanted a supervisor. His TSA friends made me move further away and were glaring at me. One female attendant moved to the gate I would be going through and was standing behind it, glaring at me. I thought she was there to pat me down. When I approached her she stated "No! I'm not going to take care of you!". The supervisor, a very polite and professional tall young white male with long light brown hair pulled back into a neat ponytail, came to me and I explained what had happened and he immediately took care of it, having one of the female agents who had been standing back there the whole time pat me down. I could feel her anger and resentment towards me as she did so. She was sullen in her facial expression and in her speech. I asked the name of the man who had been yelling at me (a tall young black man). Initially she did not answer me. I had to ask her several times and she said his name was (b)(6) although she would not tell me his first name.

It has taken me awhile to lodge this complaint due to my health situation, but I have been meaning to do so. The way I was treated, the unprofessional and cavalier way this group of young agents was acting among each other and the fact that I was verbally abused and yelled at for no reason needs to be addressed. I would like a response from the Midway Airport TSA chief supervisor and will take it higher if need be. I am certain you have security footage that will bear witness to all I have written here.

I do not want one more person to ever have to experience what I did that day. Also, TSA needs to have a table where we who are waiting for the pat downs can have our belongings with us, and the agents need to be trained to help us in this. There is much theft happening at airports, some by convicted ex-TSA agents, and I do not feel that we who opt out of the scanners should be discriminated against like this by being forced to leave our valuables unattended and vulnerable to theft while we wait to go through.

TSA Agen (b)(6) needs to be spoken to that it is not OK to treat passengers that way.

I look forward to your response.

9/1/2013 1:13:58 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/1/2013 11:26:04 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 09/01/2013 10:45 AM Airline & Flight Number : NH009 Checkpoint/Area of Airport : Terminal 7 TSA Employee: (If Known) :
Comment : A TSA manager abused their position to non-randomly select me for a "full standard" pat down. At the time indicated above, I traveled through security at JFK's Terminal 7 en route to Tokyo with my girlfriend. At the beginning of the checkpoint 3 TSA officers were talking to each other and paid no attention as my girlfriend and I stood waiting, assuming we needed to, for them to check passports and boarding passes. After 1 minute we continued forward, as it was unclear if we were supposed to wait, and the officers were still talking to each other. While taking off shoes for the screening a moment later, a female officer named "(b)(6) " came over, checked our passports boarding passes and saw they had not been "checked in." I mentioned that no one was paying attention when we entered the security checkpoint. The officer took some offense to the comment while checking my passport and boarding pass. Once I eventually had proceeded past the body scanner the agent stopped me and requested a male assist for a full pat down. There was a question from another agent nearby on why I was stopped, to which the first agent replied "(b)(6) told me to." I asked if there was any problem with the screening and the agent said no. I was then given a full standard pat down by a different agent. While professional, it was unpleasant, and clearly not random. "(b)(6)" who roamed different parts of the checkpoint while I was there, appears to be some kind of manager, and abused her authority to punish me with a full standard pat down for pointing out that she and other agents were chatting instead of checking passports at the start of the checkpoint. This is a clear abuse of power and perhaps criminal. I will be checking my rights to file official charges for the harassment.
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

9/1/2013 5:01:21 PM

Hi I recent flew and am 5 1/2 weeks pregnant. At the security station I asked the TSA agent whether it was safe to go through the body scan machine his response was that" it is not radiation more if a sound wave and that it is safer than an ultrasound." He did not give me any other option than to proceed and given that he was a TSA agent I followed without further inquiry. Since my trip I have read up online and there's seems to be debate In The medical community as to the safety of body scans during early pregnancy and that I should have been given The option of a pat down. I feel mislead and feel that information regarding the options should be formally displayed at the security checks for passengers to be aware of.
Sincerely ,
Concerned pregnant traveler

Sent from my iPhone

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

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Remote Client IP: (b)(6)
Date Time: 9/1/2013 5:05:17 PM

9/1/2013 6:16:53 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AA flight 1954, LAX to SFO, departing 3:35 pm from Terminal 4.
Comments:I am traveling with my 6-year-old son and husband. I was asked to go to the metal detector with my son, since children do not go through the other type of scanner. My son went through first, and then I went through. The metal detector did not beep. After I went through, a female agent was called over to pat me down, even though the metal detector did not go off. The agent said it was because my skirt was long. Had I known I would be subjected to a pat down, I would have asked my husband to walk through the metal detector with my son, and I would have gone through the other type of scanner. I am very frustrated that I was not given the choice. I found the pat-down intrusive and completely unnecessary.

9/2/2013 9:01:25 AM

To Whom It May Concern:

I am writing about my experience moving through the security line at the airport in Burlington, VT in the hopes that my encounter will lead to more sensitivity training.

I am pregnant. While my obstetrician cleared me for flying, she also instructed me to opt out of the AIT screening. I appreciate the need for safe flights, and I am resigned to the pat downs of which I have had several. At the Burlington airport, however, the agent was immediately irritated at my request to opt out of screening. She lectured me on the safety of the AIT screening and then barked at me when I did not correctly guess where she wanted me to walk. During the pat down, she was antagonistic. When she got to my waist, she demanded I remove my bellyband in front of other passengers though doing so would reveal my underwear. I had just attended a conference with several of the passengers walking by and was humiliated. When I refused to remove that vital item of clothing (the bellyband), she blamed me for not requesting a private screening.

I understand the need for careful security checks and I appreciate flying on a safe plane, but all passengers deserve to be treated with courtesy and dignity. While agents might disagree with a doctor's orders, they should understand that a passenger is likely to follow the medical advice she has received from a trusted professional. When passengers opt out of the AIT screening, agents should give clear and polite instructions about where they want passengers to walk and stand, rather than expecting passengers to magically know and then shouting at them when they step on the wrong patch of carpet. Agents should be mindful of a passenger's belongings and ensure they are watched and safe. Finally, agents should be trained in how to pat down pregnant women. It would be useful for them to learn about maternity clothing—particularly the bellyband that allows women to extend the time they can wear non-maternity pants. While kindness would be ideal, screeners should at least restrain from open hostility.

It is already uncomfortable to fly while pregnant. But it is particularly unpleasant to be humiliated by the TSA agent before the journey has even begun.

Thank you for taking the time to consider my experience.

Sincerely,

(b)(6)

9/2/2013 9:02:01 AM

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

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Remote Client IP: (b)(6)
Date Time: 9/2/2013 1:04:10 PM

9/2/2013 3:13:20 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):While leaving on flight 3760 out of the KC airport, a female flight attendant insisted that I must go through the body scanner because "all other scanners had been removed from the air ports and where no longer available". She was saying this while my son and husband were going through the other detector ....This was so ridiculous it would have been laughable except she insisted what I was pointing at was not available. I was offered a full body pat down but I could go through as a family in Phoenix and not put in this position. BOTTOM LINE: The KC TSA security is the worst I travel through and regularly gives misinformation, or lacks common sense responses making them appear uneducated and unprofessional. Is it to much to hope for them to step up thief game? Certainly the center of our nation can hire better or train better!!!
Comments:Consistent weak practces
Hello,

I flew out of MSP to Fargo, ND yesterday. As I was going through security I was notified that I was chosen for a special screening and one worker called to another "hey, she a "quote", which I believe would make me part of a quota for special pat down screening. As I went through the screening I was so angry, I can hardly put into words how angry I was. The security person was polite and appropriate as she touched me where you would never allow a stranger to touch you and I had no ability to say "no". All of this because I came through and at the time their quota number came up. I realize TSA has a job but they also have less intrusive options, and they had them that day too.

9/2/2013 3:13:24 PM

Last December I escorted my 85 year old Mother home from Hawaii. TSA patted her down too! They had shut their body scanner down for the day. The woman who did the screening was polite.

This is the best we can hope for in America and the TSA: that the workers are polite while they run their hands all over you and you can't say "no". And all this while other alternatives are available, they just choose not to use them.

I hate that we allow this in the United States.

(b)(6)

Caller said he is going to a funeral in Cleveland on Thursday and he takes approximately twenty different pill medications and wanted to know if he could place those in a daily dosage container because he has so many bottles he would need another bag to travel with.

TSA recommends that the prescriptions be carried in the prescription bottle. This is only a recommendation and daily dosage containers can be used. Be sure and separate the medications from your other carry on items and declare the medications as your medically necessary items and the medications will be screened separately. -

9/2/2013 6:16:17 PM

The caller wanted to know if he needed to carry a piece of paper listing the medications.

TSA does not require this documentation; however, this may be helpful in the event medical personnel need information on types of medication you are taking in the event of an emergency.

Caller wanted to know if he should ask for a pat down since he has a pace maker, defibrillator, and stints.

Notify the transportation security officer that you have a pace maker and you are opting out for the pat down. Do not go through the screening and opt out for the pat down.

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

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Remote Client IP: (b)(6)
Date Time: 9 3 2013 1:30:10 PM

9/3/2013 2:17:28 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening Pat Down Screening
Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc):Us 4020
Huntsville security
Comments:The machine indicated a block srrategically located in my groin region. I was wearing jeans. The agent patted me down much to hard. This was embarrasing and un called for. Obviously this is an isue because i had an unrequested manager show up before i could slip on my tennnis shoes. This does not make us safer but it does create a jobs program for suspected people.
(b)(6)

Caller flew from Rochester NY to Munthin New Brunswick Canada and then back to Newark to Rochester. Caller said he flew on United. When caller flew to Canada, he did not have any problems at all but when he tried to return from Munthin New Brunswick, caller said when he printed his ticket, it had SSSS on the boarding pass. Caller said when they saw the SSSS on his boarding pass, caller said they called for additional personnel and he had to have a patdown. Caller stated he was embarrassed by this. Caller wanted to know what is going on. Caller said he contacted the airline and they transferred him to TSA.

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 did advise the caller he could apply for Redress.
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.

9/3/2013 2:47:30 PM

DHS TRIP is part of an effort by the United States 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. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at https: trip.dhs.gov status.htm by entering the Redress Control Number. Travelers who wish to check the status of an inquiry but do not have their Redress Control Number may contact DHS TRIP by e-mail or by mail.
After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due the similarity of a traveler's name and personal information to another person in systems which contain information from Federal, state, local and foreign sources.
Participation in the DHS Traveler Redress Inquiry Program is voluntary. The Redress Application process can be found at www.dhs.gov TRIP.
In the alternative, travelers may apply through email or the 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)

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.
I emailed the caller the Redress Application.

9/3/2013 4:05:11 PM

Dear TSA

I just returned from flight that started in Lisbon, Portugal and ended in San Francisco. We transferred in Newark to our SF flight. Our Newark experience was not good to say the least. Though we were transferring from an international flight to a domestic flight, we endured a lot of inspection. Not only were we ex-rayed by a large machine, I was also patted down and we had only been on the ground less than an hour. And I had already been patted down in Lisbon. How can I avoid so many pat downs? My husband's luggage was inspected by you (TSA inspector?), and largely intact, but my luggage was also inspected, rummaged through and things stolen. No note was attached. I think you need to inspect your inspectors as much as we are inspected. I know you shouldn't put valuables in your checked bags, but stealing is also a crime. And we are not allowed to lock things. I'll try not to pass through Newark again. Immigration was awful, too. Workers need efficiency training and fewer jokes. Nice for them to be friendly, but they should also do their job.

Sincerely yours,

(b)(6)

9/3/2013 7:59:17 PM

I am writing to express sincere disgrace in how my medically ill elderly mother and her mentally disabled sister where treated at TSA check point @ approximately 12:55pm Monday Sept 2 2013. My mother and her sister along with my brother where returning from funeral services of their father, a purple heart recipient of the US Marine Corp, after my mother had just fell and broke her elbow hours prior to arriving at the airport only to be treated very disrespectfully by Portland TSA agents. My mother cares for her mentally disabled sister was called for a pat down along with my brother and aunt. The agent let my mentally disabled aunt walk away unattended and my mother called out for her. As my mom called out to her sister and stepped forward to tell the agent her sister is mentally disabled he grabbed my mother and pushed her back. My mother just suffered a broken elbow hours prior to this and is terminally ill. I am so disgusted by how she was treated and how thoughtless and careless your agents treated a 61 year old sick woman with a newly broken elbow and letting a mentally disabled woman wonder off. I am all for the necessary measures to do the job but what i do not expect nor will i condone is ill treatment of ill elderly or disabled people. Perhaps some sensitivity training and some common sense in situational awareness would go along way. This type of behavior is unwarranted and a black mark on your agents. Perhaps hiring quality personnel instead of quantity and intense training may benefit the TSA. There is no excuse for this behavior. Period. Evaluate your people.

Sincerely,

(b)(6)

Sent from my iPhone

Thank you for your bureaucratic response to my comment about things stolen from my luggage. I guess you are saying it isn't your fault things are stolen. That that is what is to be expected. I just wanted to let you know that things are stolen even though your inspectors have a very short time. Things appeared to be shoved back in very haphazardly.

But you didn't answer my other question about how can I decrease the number of times I am patted down. I am a very small Asian woman, aged 75 and am wondering why I get picked, even after x-ray screening, for pat downs. Wear less clothing? Nothing with metal on it? Do you have any answers?

Thank you,

(b)(6)

9/3/2013 7:59:30 PM

From (b)(6)
To: tsa-contactcenter@dhs.gov
Subject: Baggage Inspection
Date: Tue, 3 Sep 2013 18:18:07 +0000

Dear TSA

I just returned from flight that started in Lisbon, Portugal and ended in San Francisco. We transferred in Newark to our SF flight. Our Newark experience was not good to say the least. Though we were transferring from an international flight to a domestic flight, we endured a lot of inspection. Not only were we ex-rayed by a large machine, I was also patted down and we had only been on the ground less than an hour. And I had already been patted down in Lisbon. How can I avoid so many pat downs? My husband's luggage was inspected by you (TSA inspector?), and largely intact, but my luggage was also inspected, rummaged through and things stolen. No note was attached. I think you need to inspect your inspectors as much as we are inspected. I know you shouldn't put valuables in your checked bags, but stealing is also a crime. And we are not allowed to lock things. I'll try not to pass through Newark again. Immigration was awful, too. Workers need efficiency training and fewer jokes. Nice for them to be friendly, but they should also do their job.

Sincerely yours,

(b)(6)

9/3/2013 7:59:47 PM

I travel frequently with my son who is age 9. He has an internal medical device which often causes anomalies during the scan. Each time we visit Hawaii, especially Kona, I encounter confusion, and uninformed officers and supervisors.

Today, they wanted to scan him more than 3 times, or perform a physical pat down which I was told would take 20 minutes.

I opted for the manual screen as I knew the scanner would not clear and my explanations were ignored.

They physically patted him down, then literally wiped every shoe, physical item, and electronic in our bags.

I never encounter this behavior at LAX, JFK, ORD, TPA or many other airports I travel. I feel you should be aware of this behavior, as all the officers act as if they have not been advised of screening procedures.

(b)(6)

Caller went to pick up her daughter from the airport on August 27th and she wants to file a complaint. Caller went to get a gate pass and go through security at Southwest. There was not many people at the checkpoint and the plane already arrived. Caller has underwire bras and it sets off the alarms. Caller is aware of the procedures and she was in a hurry. The TSOs argued with her regarding her request to opt out of the AIT. Caller said she had a right to opt out and the TSOs took a long time to get a female screener to proceed with a patdown. There were 4 female TSOs standing around and she had to wait 5 more minutes. Caller was irritated. Caller said they let her daughter walk through and do not watch were she was going. Caller was finally patted down. The TSO said, you need to stop and let me tell you. The TSO was not courteous or doing her job properly with the patdown, she was engaging and being nasty to the passenger. The manager was called over and she was told she cannot do a dancer pose for the patdown. The way they handled the caller was not polite. The manager was an African American woman and the officer got in her face. Caller said she had no problem about the patdown. The TSO argued with the way she needs to stand. The passenger said, why do I have to stand that way so you can touch my *****? The TSO said not to use that language and the passenger said the word three more times. The officer said they will arrest her for indecent exposure. She finally did the patdown. The caller said they were hostile, rude and argumentative. Callers daughter was trying to call and she was not able to answer the phone, further aggravating the passenger.

Advised Caller::

9/4/2013 2:39:32 PM

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service. 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: SFO
Airline: Southwest Checkpoint
Flight #: Did not have it.
Date and Time: August 27th 2013 3:30PM
Location: Southwest Checkpoint
STSO Description: Short bleach blond hair African American Woman.
TSO: Glasses and brown shoulder length hair.

Callers bag was inspected.
She flew from Nashville TN yesterday.
She wondered if the bags are chosen random or did we think she had something inside.

Security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm. A bag may also be selected at random.

It does not mean she did anything wrong if her bag alarmed. A host of things can cause an alarm.

9/4/2013 2:46:49 PM

She asked if the baggage screeners wear gloves.
All her clothing was clean and she is wondering if she needs to wash it if the Officers did not wear gloves.

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections.

She asked if they change their gloves after each bag. She is thinking if they handled other bags and then touched her clothing.

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

Hello,

I'm writing to inform you about an issue that I have encountered at two different airports.

On 7 July 2013, around 1850 at SDF, I was flying SWA 2149. Going through the security line, I encountered TSA officer (b)(6). The hairpins in my hair signaled the need to check my hair. (b)(6) did not tell me what she was going to do or what she needed me to do -- she just began to put her hands toward my head. I turned my head away from her because I did not know what she was doing. Without speaking to me, she then placed her hands on my shoulders and began pushing me to turn. She still had not told me what she was going to do or what she needed me to do.

I told her not to put her hands on me and explained that she needed to tell me what she needed me to do and what she was going to do. At that point she said she needed to check the pins in my hair. I then turned -- I had no problem once she followed protocol. She then said, "no" and called for a supervisor. She smiled at me and said, "now you can just wait." I said, "that's fine." The supervisor came over and (b)(6) fabricated the situation and said, "she did not want me to touch her." I immediately said, "no, that is not what happened," and then explained to him all of the above, specifying that I know part of the pat-down protocol is that she is to explain what she is going to do before and during the pat down and she never explained what she was going to do or what she needed me to do.

9/4/2013 4:06:18 PM

This supervisor, a male whose name I did not get, then asked me if it was ok to check my hair. I said, "yes, but not by her." I also asked him for a formal complaint form. He immediately called for another female officer to check my hair, and explained what needed to checked. He brought me the yellow comment card, and explained the best way to contact TSA and also gave me the card for SDF customer relations. He then explained that he was going to speak with (b)(6) but he did not want to do so right then. I told him that I understood and thanked him.

Because I was on military orders, once I got to my location I was unable to rewrite and forward this complaint in a reasonable amount of time. Because so much time passed I was concerned that nothing would be done because the contemporaneousness was loss, so once I came off orders I did not forward this complaint.

Then, I encountered another female TSA officer who did the same thing at Myrtle Beach Airport on 2 Sep 2013 around 1630. I was flying DL 5782. I went through the scanner and my zipper signaled that my left side needed to be checked. This TSA Agent put her hand on my right side and pushed me to turned me. I stepped aside and asked her to tell me what she was going to do, but not to push me. She said she needed me to turn around, so I did. Then she said, "you see that yellow right there, that means you need to be checked." She was very condescending, and I turned to her and said, "I don't mind being checked, but I know you are supposed to tell me what you are going to do." She dismissed me by looking away and leaning on a post for one of the security lines. I could not get her name because she was clearly ignoring me and I did not want to create a scene. She was an older lady, very petite with big, reddish brown hair.

On the Pat-Downs page on the TSA.gov website, it states, "The officer will explain the pat-down process before and during the pat-down." I have no problem with officers conducting pat-downs according to protocol, but there is absolutely no excuse for pushing a person. Logically speaking, if a person is not going to comply with a pat-down, pushing that person will only create a hostile and/or volatile environment. This is very simple: "I need you turn around so that I can check your hair and this is the procedure I'm going to follow..." or "Please turn around so that I can check your left side and this is the procedure I'm going to follow... ."

As a traveler, I am expected to follow the rules concerning belts, shoes, laptops, pockets, liquids, step on the yellow, put my hands up when I enter the scanner -- wait -- and comply with any search that is requested of my bag and/or person IF I want to get to my destination -- and I follow the rules, each and every time. However, just as I am expected to follow the rules, I expect (and should be able to expect) all TSA officers to do the same. The very fact that this has happened twice in a very short period of time (along with the recent report of TSA failures) tells me that officers are either not being trained, ignore their training or are being allowed to not follow their training, and that is wholly unacceptable. If I don't follow the rules, I don't fly -- if

(b)(6)

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

Thank you,

TSA Media Team

9/4/2013 4:07:03 PM

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

September 4, 2013

Dear TSA,

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

Caller had an issue yesterday going through security at DEN, she was pulled from the line and searched away from her items. They made her stand away from her bags which were going back through security. They searched her bags in front of her and 2 TSOs took the backpack and roller bag to go through security again. When she boarded her flight she couldn t find her wallet in the backpack after retrieving her items. Her sister was still at the airport and she called her and she asked the TSO if she had seen a wallet and was told they couldn t find it. Her sister was persistent and finally they found one and gave to her sister and it belonged to caller. She doesn t know why it was taken from her bag and where it was found, but, she boarded her flight and didn t have her wallet and doesn t want to blame anyone for the incident, but, stated it is a horrible feeling getting on the plane without any money. Her sister has the wallet in WY and she is in OK and her sister told her there was still money in the wallet.

The first time she walked through security and was taken to another area for additional screening when she questioned the TSO as to why she was having additional screening was told her computer may have triggered an alarm. The TSO that performed the patdown had red hair and wore glasses and was a caucasian female, probably 50s or so.

9/4/2013 5:05:16 PM

Flight #not available, Gate A51, American Airlines, she went through on the Security Line North on the West Line.
The wallet was in her carryon which was a backpack that had 2 zippers and the wallet was in the front zipper pocket.
Caller is thankful for the security, thinks someone should be aware of the incident that took place.

Response:
TSA regrets that you found items missing and or damaged from your carry-on luggage. It is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags.
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.

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 if additional information is required by the CSM, they prefer to communicate via email.

9/4/2013 8:02:33 PM

Feedback Type : Complaint
Categories : Disability Complaint; Screening Current Date/Time : 9/4/2013 7:51:15 PM Airport : OGG - Kahului Date/Time of Travel : 06/10/2013 12:15 PM Airline & Flight Number : Alaska 812 Checkpoint/Area of Airport : TSA wheelchair patdown TSA Employee: (If Known) : older thin male Comment : I have mobility/walking issues. Was in a wheelchair. I have a metal shunt in my skull so can't go through metal detector. I can't put my shoes on and off myself. The TSA man took a long time and made me get up out of the chair take everything out of my pockets, belt off, shoes off. Wife came forward to help but he put his arm out and shouted "STAY BACK" so she said that I couldn't take my own shoes on and off. He took SO LONG and my wife told him we would be late for our flight. He didn't care. I am 72 and my wife is a senior. We travel a lot and we have never been treated in the manner we were that day.
Other wheelchair customers were going through at a fast pace, but this man was so fanatical to the point of being deliberately upsetting even cleaning over the whole wheelchair THAT BELONGED TO THE AIRPORT. It was not our personal wheelchair to put any stuff on!
Would you like a response? : True
Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 9/5/2013 2:34:37 AM

9/5/2013 8:27:16 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight from San Jose Airport to LAX
Flight VX 0236 Sept. 4, 2013
Virgin America board 2:20 pm/Depart 2:50 pm
Gate 14
Incident occurred in San Jose airport security checkpoint.
Comments:I arrived at the airport approximately 1 pm. During the pat down, the woman who administered the pat down. Thrust upward into the groin area very hard twice from left and then right. Most attendants are careful not to do what she did. I did not get the name of the attendant, but she has very long brown hair. I would like to file a complaint in regards to this situation. This incident has distressed me greatly. This is very unethical conduct. I have gone thru other airports and this is the worst treatment I have received.

9/5/2013 8:27:22 AM

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

Sent from my iPad

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 9/5/2013 9:37:10 AM

9/5/2013 10:34:14 AM

Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest Airlines Flt 988, Terminal A, Columbus, Ohio (CMH)
Comments:Yesterday about 1535, my wife and I were leaving from Columbus, Ohio (CMH) returning to Tampa, FL. When we got to the security screening checkpoint, we both went through the body scanner and were both selected for pat down screening as the scanner had indicated an anomaly on her right shoulder and left knee area and on my right knee and left shoulder area. Both of us were patted down and of course there was nothing to be found on either of us. Both the male and female TSO looked at each other rather quizzically when the scanner showed "something" in the areas mentioned and I also looked at the images and wondered what it supposedly had seen. Neither of us have any implants in the aforementioned areas so I am questioning the sensitivity of this particular unit as this is the first time either of us have ever been asked to be patted down due to something being detected.
Since I have worked for TSA and am familiar with this technology, I find this troubling and wonder how many people are being selected for additional screening needlessly.

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

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

9/5/2013
10:35:16
AM

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

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

Which U.S. airport were you traveling through?

Heres is the problem: Going to Spokane,WA from Burbank, CA there was no TSA interference. Returning to Burbank, CA with the SAME luggage, the overzealous TSA agent found a problem. Thus issued the unwanted touching between my legs. I am still pissed off about it! Quit groping peoples genitals! I think you and your bosses are a bunch of perverts. When will I ever want to fly again? I once liked to fly but now you have ruined the experience for me.

(b)(6)

On Wed, Mar 27, 2013 at 8:55 AM, TSA-ContactCenter <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" \nTSA-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 HYPERLINK "http://www.tsa.gov" \nwww.tsa.gov
homepage. Just type in the item name into the box, hit the "submit"
button, and the tool will tell you if it's permitted or prohibited in
both carry-on and checked bags.
The Travelers <http://www.tsa.gov/traveler-information> page has a
great deal of information, including acceptable IDs, traveling with
liquids, special medical needs, tips for members of the military and
people with special medical needs, the prohibited items list, and tips
for packing and dressing to get through security quickly.
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
HYPERLINK "http://www.tsa.gov/mobile" \nwww.tsa.gov/mobile on the web browser. You can download the MyTSA
iPhone app <http://itunes.apple.com/us/app/my-tsa/id380200364?mt=8> for.
I recently flew from Vancouver to Denver to Omaha on United and had trouble with my travel due to the "Quad S" classification on my boarding pass.

Full Name: (b)(6) -often confusion that I'm female because my mom liked boys names for girls)

9/5/2013 12:17:32 PM

Summary of trip: Received additional security screening in Vancouver including pat down and swabbing for explosive materials, which was fine. Arrived in Denver about 1:30 p.m. Went to my gate for the next flight. Asked the agent if I needed to do anything such as check-in, etc. since I was traveling standby to try to get home earlier. He assured me I didn't and checked the flight. I was first person on standby list with several available seats so he said I would get on. At time of boarding (4 p.m.), received boarding pass from agent, she scanned it and it gave her a red screen saying I couldn't board and removed me from the flight. She called TSA. She couldn't clear the Quad S even though I had a stamp showing I received additional screening in Vancouver. They kept me off the flight due to the Quad S. 4 TSA agents and I believe a TSA manager came down the gate. They went through all my bags and patted me down at the gate. Documented on my boarding pass that I had been screened by TSA at 4:23 p.m. I asked all of them (5 people) to assure me that I didn't need to do anything else to ensure it wouldn't happen again when my boarding pass was scanned. They said "No, just hang on to this boarding pass and you will be fine". They reiterated this multiple times because I was almost in tears due to the additional stress at this point.The manager looking person also said "there is some type of glitch in the system, this should not happen once your have been fully screened." I wait over 4 hours for next flight due solely to this issue. Prior to boarding next flight, I go to the United agent and tell him what had happened earlier and ask him to double check everything to make sure I won't have any issue getting on the flight. He tells me he's glad I came up because I'm not listed on the flight...even though I am holding a boarding pass for it with TSA documentation showing additional screening. He shows that I flew out standby on the 4:30 flight. He adds me to the flight and reprints a boarding pass. At time of boarding, he scans the boarding pass. Red screen saying "no board". He allows me to board anyway but comes on the plane later saying he would suggest I contact TSA to make sure there is not some issue. He thinks that now that my name is tagged, it will continue to happen every time I travel.

9/5/2013 12:18:00 PM

Questions/Concerns:
1. Was this a one time random selection that shouldn't happen again or do I need to do something to clear myself for future travel? I am a healthcare consultant traveling multiple times per year and can't afford to miss flights due to this.
2. If I do need to do something, please send me instructions for additional paperwork or processes I need to jump through to get this resolved.

Your prompt attention is appreciated.

Thank you for your help.

(b)(6)

(b)(6)

(b)(6)

HYPERLINK (b)(6)

I went through security at JFK before my Virgin America flight #11 on 9/3 at approximately 6:40am local time. I chose to opt out of the screening machine and to receive a patdown instead. I would later find out that the agent giving me the patdown was (b)(6) He explained the process and started the patdown.

9/5/2013 12:18:23 PM

When going up the inside of my right leg, he used an excessive amount of force on the way up, slamming his hand into my genitals and causing me pain. I complained to him, saying that he didn't need to be so rough. He replied that he had to go up until he met resistance. I told him that I understood, but that didn't mean he had to use so much force. At this point he said something along the lines of "if you opt out, we have to treat you as having something to hide" as justification for the way he did the patdown. He used an equal amount of force on my left leg, even though I told him it was too rough.

He finished the patdown, I grabbed my belongings, and went to put on my shoes/belt/etc. I came back to the agent and asked him for his name, telling him I would be filing a complaint.

(#3, cont'd) He said he wouldn't give me his name until I talked to his supervisor. I pressed again, and he refused again.

At this point the supervisor, who was nearby, came over on his own. I would later find out his last name is (b)(6) (b)(6) told (b)(6) that I was complaining about the patdown and wanted his name. (b)(6) turned to me and said something along the lines of, "if you want his name, I need to see your ID and boarding pass." I told him I didn't want to show him my ID, and asked again for the agent's name. At this point, (b)(6) began insisting on seeing my ID and boarding pass regardless of whether or not I wanted the last name or to file a complaint. I complied. He walked over to his desk and started writing my information down. I asked him why he was doing that, and he said it was for his own report. I made sure he knew that I was uncomfortable with the TSA writing down my personal information, but he made it appear I had no choice in the matter.

9/5/2013 2:10:32 PM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date Time : 9 5 2013 1:44:16 PM
Airport : Select One
Date Time of Travel :
Airline Flight Number :
Checkpoint Area of Airport :
TSA Employee: (If Known) :
Comment : Though I agree with any effort to reduce the unnecessary activities to board air travel I find it discrimatory to believe that frequent fliers are deserving of relief from the non essential checks than are other law abiding citizens?? I am 76 years old an excused from removing my shoes but do not understand the logic towards me being less perpetrator because I am one year older???
It is these less logical decisions lacking common sense that deserves the added criticism over the already nonsense creating the delays??
Return to reasonable security practices along with passenger assistance to help fill the gap!!??
Or how about you devise a mechanism to implode anyone who passes thru the device with any bombing material and trust the reasonable security practice prevail...
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

9/5/2013 4:18:03 PM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 9/5/2013 3:41:34 PM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Why does tsa at terminal b checkpoint in Newark airport require travelers to produce their paper boarding pass a SECOND time during the security checkpoint process (right as you enter the scanner)? It is inconsistent with requirements at other airports and is an inconvenience. Also it has no substantive security value because all you need to say is you have an electronic boarding pass and they waive you through without examining anything. It's the perfect example of government inefficiency and should be stopped. I would appreciate a reply. Sincerely, a concerned frequent flyer.
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

Transportation Security Administration (TSA)

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

17801 International Blvd. S., Box 309

Seattle, WA 98158

1-866-289-9673

9/5/2013 6:07:47 PM

Airport and Terminal: Seattle Tacoma, Central #8

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

Airline and Flight #: Southwest, 1433

Name of Officer: Supervisor (b)(6)

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

Dear TSA Contact Center:

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

TSA,

Let me get this straight. You want the public to pay to make your job easier? I may be mistaken, but I'm pretty sure your job is funded by the public.

Airport screening, as it is currently and foolishly done, is invasive and offensive. Since the TSA is incapable of rudimentary profiling, it has fell upon another scheme; charge the public to eliminate something the public doesn't want.

You want me to pay extra so you won't get the perverted pleasure of groping me. If I pay extra, and you do as you should have done from the get-go, I'll be able to bypass much of the screening process. The lines will be shorter, and you will be able to concentrate on those who more probably should be screened. You also may be able eliminate positions, thereby lowering cost to the tax payers.

Suggestion: Why don't you have a clerk run a bunch of the names of travelers through the various data bases, and simply assign a code to those deserving it; a code that indicates all is well and good; a code that permits the holders to bypass screening. When that person buys a ticket, and provides acceptable proof of identification, that person gets the code automatically stamped on the boarding pass.

9/6/2013 8:02:00 AM

You can always do a bit of discreet profiling as a form of double-checking.

You are paid to do the above. You need not "charge extra."

Sincerely

(b)(6) POB: St. Paul, Minnesota Currently living in Jacksonville, Oregon

I'm betting my record is cleaner than yours. Go ahead, dig up my record and see what you can find. Maybe that will give you a clue as to how damn dumb it is to do a secondary screening on me at the airport.

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

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

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

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

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

9/6/2013 11:00:58 AM

Told caller that a Patdown would be required in order to travel.

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

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

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

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

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

9/6/2013 11:03:02 AM

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.

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

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 9/6/2013 10:58:53 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 09/02/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

9/6/2013 12:02:38 PM

Comment : I had a terrible experience with TSA. I opted out of the scan because I am pregnant. I was shown to the area where they would pat me down. After the initial pat down, I was told that I'd have to be taken into a private screening. No further information was given to me. Following the private screening, they seated me in a chair by the checkpoint and continued to whisper, still giving me no information. Next, the supervisor came over and was calling back and fort on his walky talky. Still, I was given no information about what was going on. Next, 2 TSA men were placed in front of me, as if they were there to make sure I didn't try to flee the scene. Again, no information had been given to me. Finally, I asked the supervisor what was going on, and he went on to say that I opted out of the scan, and therefore, they were doing a detailed check of me, b/c most of the people who opt out are criminals. I couldn't believe my ears. How dare him label me as a criminal because I opted out of the scan, due to pregnancy. He became very agitated and impatient and took his power to show me that he was in control and very proud of it. In the meantime, my bags were being inspected and wiped down, even after they told me that my bags were cleared. After waiting for an additional 15 minutes, the supervisor finally told us that we were waiting for an explosive materials investigator to come from a different area of the airport, although still not telling us why. After inquiring AGAIN what exactly was going on, the supervisor proceeded to (finally) tell me that my clothes had tested posted for explosive materials, and they needed to inspect me and my things further. He went on to tell me again that this was my fault because I opted out of the scan. When I explained to him again that I was pregnant, he said it didn't really matter to him- when I opted out, I redflagged them to believe that I could be a criminal. He also went on to tell me that the scan is fine for pregnant women, so again, this was my fault for opting out. I immediately told him that what I choose to do when I'm pregnant is none of his business. In addition, as a citizen, I have the right to opt out of the scan (just as an older gentleman did, at the same time that I did- he wasn't given any trouble). Additionally, there isn't 100% proof that the scans are safe for pregnant women. Regardless, it is my choice as a citizen whether or not I want to go through the scan- the supervisor has no right to tell me that this whole situation is my fault/that I'm a potential criminal/etc. At this point, I was angry, scared, upset, and in tears. After the investigator finally arrived, he again inspected all of my belongings and again found out that they were okay. Still, more whispering and more talking back and forth on the walky talky but no more information given to me. After about 10 more minutes, the supervisor looks at me and says, "Good news, you're cleared for your flight. The cause might've just been some lotion that you have one." His jolly response hit a nerve, after the way he had treated me through this whole process. He took advantage of the situation and his power- he made me feel embarassed, scared, powerless, etc. How dare him treat me this way- how dare him make me feel like I was a criminal- how dare him keep me in security for an hour and not relay what was going on- how dare him treat me the way I did. I can honestly say, I lost a ton of respect for the TSA staff, and I will never forget this awful experience that I had. It was a disgusting, terrible, awful experience.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller is upset about the way she and daughter had to go through screening. They were separated from their items and the TSO wouldn t let her stay with her luggage. Caller uses laptop bag as a purse and she was at one location and her other items were at another location. Her money and everything were in the computer bag and now she is missing a WiFi Computer Mouse which cost approx. $40 dollars. Caller states this is her property and the TSO can look through her items if they want to, but doesn t need to take them to a location she can not access them.
Caller flew from EWR to TPA, via Jetblue, Flight # 573 and there were mechanical problems and they had to switch to Gate 17 and take another plane. They were originally supposed to depart from Gate 16. She was required to have additional screening after going through the AIT and the TSO took away her baggage and brought back to her and her computer mouse is missing.

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

9/6/2013 1:52:25 PM

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.

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

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. Newark
Newark Liberty International Airport
908-787-0667

The caller asked if there was a specific screening process for muslin women. He indicated that he traveled out of IAD about a month ago to Los Angeles and witnessed two muslin women in traditional garb. The caller indicated that they opted out of the AIT to go through the WTMD and then received a limited patdown of their head area.

He asked what a thorough patdown was for a women.

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

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

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

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

9/6/2013 2:57:46 PM

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

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

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

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

I advised that I had decameter his concern.

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

Passengers can wear whatever they like through the screening checkpoint.

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

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

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

9/6/2013 3:01:34 PM

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

Airport: San Antonio

Airline: American

Flight number: 1512

Date and time: 155

(b)(6) is at the Las Vegas Airport. She is calling because she has a complaint about the TSO. She had to go through the checkpoint 2 times. The first times she asked for a pat down instead of being scanned. While this was happening her bag was searched. She was traveling back to Atlanta. She was there because her mother had been sick and she passed away. The TSO told her that there was 15 items that she could not have in her bag and that she can have them checked. The items were 3 ounces or less. These items included special make up items and shampoo. (b)(6) has allergies that require certain types of items. She then went to have the items checked but she didn t have a bag. She then went to the checkpoint again but she didn t have time for the patdown so she went through the machine. This time she was not allowed 4 of the items in her bag. She said that the TSO was rude and his name is (b)(6) She is requesting to be called by the CSM.

Advised the caller:

Apologized for the incident.

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.

9/6/2013 5:29:31 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.

Airport: McCarran International
Airline: Delta
Flight numbers: cl2202
Date and time: 9-6-2013 about 2:35 pm
Specific location of incident (what terminal or gate) TSA security checkpoint
Individuals contact information (phone number or EMAIL)
(b)(6) or

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/7/2013 7:11:35 AM
Airport : BOS - Logan International
Date/Time of Travel : 09/07/2013 6:50 AM Airline & Flight Number : American 289 Checkpoint/Area of Airport : Terminal B Gates 30 - 36 TSA Employee: (If Known) (b)(6) Badge No. (b)(6) Comment : September 7, 2013

Transportation Security Administration:

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

9/7/2013 9:29:42 AM

At approximately 6:50 am EDT on September 7, 2013, I entered the security checkpoint for Terminal B – Gates 30 - 36 at Boston Logan International Airport (BOS) on the way to my flight, American 289 to Chicago. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

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

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

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

9/7/2013 9:29:47 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 9/7/2013 12:25:38 AM Airport : SFO - San Francisco International Date/Time of Travel : 9/6/13 8:30 PM Airline & Flight Number : Swa 1366 Checkpoint/Area of Airport : Terminal 1
TSA Employee: (If Known) (b)(6) Comment : My wife was traveling with almond milk. She announced this to the tsa agent. The agent demanded that she open the almond mil for testing. My wife has food allergies, and travels with almond milk for medical reasons. Every other time we have traveled, the containers have been swabbed, and not opened. Opening the containers would spoil them, so we were told that the containers could be opened, discarded, or my wife could submit to a pat down. During the pat down, we were then told her luggage, and all of its contents had to be swabed. In the most unprofessional display, another tsa muttered that the containers only need be swabbed. My wife was subjected to an invasive search, and the parameters of the search were expanded at the whim of the tsa agent.
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

9/7/2013 12:45:37 PM

Disability Description: The caller takes medication for a skin condition.

Response Details: Advised caller I would send claim forms via email and send the information to the CSM at the airport. Advised caller if the CSM has further questions they would contact her either through her email address or the phone number. Sending the DRFI information via email and sending to ODPO.

Incident Details: Caller flew from Las Vegas to Atlanta on Delta Airlines. Caller stated when she went through the checkpoint she was stopped because of the liquids, gels and aerosols. Caller stated she opted out of the AIT machine and requested to have a patdown. Caller stated the screener was rude at the checkpoint and she couldnt bring her liquid medication through the checkpoint. Caller stated all of her liquids,gels and aerosols were 3.4 ounces or smaller and the passenger feels like the screener wanted to keep the items. Caller wants to be reimbursed for the items that were taken. Caller stated the liquids the screener took were for a medical condition and the passenger explained to the screener the liquids ere medically necessary for a skin condition. Caller stated the screener was very rude.

Incident happened:09-06-2013@02:00pm
Airport: McCarran
Airline:Delta Airline
Flight number:2202
Gate Terminal:Gate D36

9/7/2013 6:02:27 PM

The caller indicated that she is always stopped for additional screening. The caller indicated that the female TSO (b)(6) groped her in public. She was humiliated. She indicated that she reported this to a TSO Supervisor, (b)(6) The supervisor apologized and provided her a card with TCC number.

The caller indicated that she travels through the FLL at least once a month and knows how the procedure is to be done. She has never experienced this before.

She traveled on AirTran flight 5056 departing at 7:30pm from C8. She was at the checkpoint between 5:30pm and 6pm.

The caller indicated that the lady behind her made a comment that she couldn t believe that the TSO was conducting the patdown in this way. The caller indicated that the female TSO became red as she had realized what she had done was wrong. The female TSO attempted to explain it away by asking the caller to look at another screen.

I apologized and advised that I have documented the information and would refer to the CSM at FLL.

9/7/2013 6:02:27 PM

The caller indicated that she is always stopped for additional screening. The caller indicated that the female TSO (b)(6) groped her in public. She was humiliated. She indicated that she reported this to a TSO Supervisor, (b)(6) The supervisor apologized and provided her a card with TCC number.

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I apologized and advised that I have documented the information and would refer to the CSM at FLL.

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

9/8/2013 10:11:28 AM

Advised caller that TSO's are required to screen every single person thoroughly and their luggage as well. Explained that if a passenger goes through the WTMD or the AIT and alarms they are required to have a thorough patdown. When their luggage goes through the xray machine, if it alarms the TSO's are required to physically inspect the luggage entirely and completely to clear it in to the secure area. They will not allow something through unless it has been cleared, if not cleared they will spend time screening no matter what time the plane is scheduled for take off. TSA advises passengers to arrive atleast 2 hours in advance to allow ample to for screening and boarding.
With PGD being squarely in the middle of replacement hips and knees country, why would you not have a WAND? My knee did not set off the screener in LEX. It is bad enough that the TSA is not standardized between airports, but then not having the ability to check a obvious replaced knee is crazy.

9/8/2013 1:11:47 PM

Ridiculous that I had to get a FULL pat down for a replacement knee.

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/8/2013 11:26:54 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 09/08/2013 7:45 AM Airline & Flight Number : American 1236 Checkpoint/Area of Airport : Checkpoint 2 TSA Employee: (If Known) : (b)(6) Comment : September 8, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6) and TSA Screener (b)(6) (Badge No. unknown), for handing my personal property disrespectfully during the screening process.

At approximately 7:45 am EDT on September 8, 2013, I entered Security Checkpoint 2 at Seattle-Tacoma International Airport (SEA) on the way to my flight, American 1236 to Chicago. As I placed my property on the conveyor belt, Screener (b)(6) removed my shoes from the plastic bin and placed them directly on the belt. I always put my shoes in a bin, because on a previous occasion, my shoes were crushed between bags and damaged while coming out the other end of the x-ray machine. When I explained this to Screener (b)(6) her response was nonchalant.

9/8/2013 1:12:20 PM

Then, as Screener (b)(6) was gathering my property to carry it to the pat down screening area, he attempted to place my shoes on top of my laptop. When I told Screener (b)(6) not to place the soles of my shoes on my computer, because I found it disgusting, he said, "Fine, I'll just leave your shoes here [on the belt]". I had to request that a plastic bin be brought over to put my shoes in, so that they were not left on the belt.

Screeners (b)(6) and (b)(6) need to be more respectful when handling passengers' personal property after the passenger opts out of AIT. They should remember that shoes can get damaged by the conveyor belt, and also that the soles of shoes are filthy and should not be placed on top of other property simply because it is more convenient to carry everything. Screener (b)(6) could have easily made two trips from the conveyor belt to the pat down screening area.

Please add this letter to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

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

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

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 9/8/2013 1:53:52 PM
Airport : DEN - Denver International
Date/Time of Travel : 09/07/2013 12:00 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : The TSA needs to establish a clear policy on "Forever Comfy" seat cushions, which contain a sealed layer of gel. I bought one of those cushions in hopes of making Southwest's new airplane seats tolerable. I realized that the layer of gel could be problematic, but the cushion passed through security at BWI without incident, and worked well for me on the flight to Denver.

9/8/2013 3:15:56 PM

Unfortunately, the cushion caused a problem for me when I went through the security checkpoint at DEN yesterday. I was subjected to the indignity of additional screening (full-body pat-down, carry-on bags opened and items inside swabbed, etc.) simply because the cushion was one of my carry-on items. I don't think the screeners really knew what to do with it. They told me that the additional screening was necessary because they couldn't test the gel inside the cushion, but then they let me take it on the plane anyway. It seems to me that cushions with sealed layers of gel should either be prohibited or allowed to pass through checkpoints without incident.

In closing, I must ask one more question: Why is the TSA wasting its time and the taxpayers' money subjecting people with security clearances to additional screening? People with clearances of a certain level and higher should be given exemptions from such treatment, so that the TSA can better focus its effort on truly high-risk travelers.

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

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 9/8/2013 4:53:22 PM

9/8/2013 5:34:17 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 3062 From: Montgomery, AL to Dallas, TX
Comments:I went through TSA screening on Sunday Sep 8th in Montgomery Alabama. I was randomly selected for a pat down. (b)(6) began to start her search without telling me where she was going to touch me. I continued to tell (b)(6) (b)(6) that I was uncomfortable. After saying it for a third time, she finally offered me a private room. She was rude, offensive and made me uncomfortable. Then a Quest officer came into the room and the horrible process started over again. No one could explain to me why I was selected for a search. I am completely offended and I hope the appropriate action is taken against (b)(6)
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 9/9/2013 5:48:58 AM

9/9/2013 8:00:43 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 4463.Hobby Airport.Gate 21
Comments:Walked through body screening. Stepped out and was blocked by a large African American TSA male agent. An African American woman began patting me down from behind touching only my breasts from the side. I asked - I thought if I only got the pat down if I opted out of the body screening? Did something come up? The female agent didn't answer my questions and instead said I was done and free to go. I fly every few months and have never been patted down. I should have been informed of what was going on before anyone put their hands on me. This made me very uncomfortable.

-----Original Message-----
From: (b)(6)
Sent: Sunday, September 08, 2013 6:28 PM
To: TSAExternalCompliance@dhs.gov
Subject: Rough handling by TSA agent rod Clarke at the Tucson airport

9/9/2013 8:03:34 AM

Five minutes ago I went thru the security gate at the Tucson international airport located before the a gates. (b)(6) was the agent who gave me an 'enhanced oat down'. Despite me clearly telling him that my right leg was sensitive he proceeded to give me a rough pat down on my right leg. In fact before he touched my leg I had already complained that his handling of me was rough. He was handling me so roughly that my body was involuntarily swaying. When he put his hand in my wasteland he pulled so hard that my body moved. Having to go thru this process every time that I fly is bad enough, but having an agent use an unreasonable amount so much so that I verbally complained three time during the screening process is a horribly violation.

I believe that his behavior was due my request that he get new gloves, not from his pocket, but from the glove box.

I can't believe that this is the first complaint against (b)(6) Especially seeing that he refused to give me his TSA number.

(b)(6)

Caller stated that she got a Call from TSA in regards to Civil Right Complaint the Reference number is (b)(6) she stated that she does want to file a Civil Rights Complaint and provided the following email information advised the caller the we would be sending additional form for her to file out.

Previous email from the passenger is copied below:
I am writing to formally file a complaint with the Transportation Security Administration
(TSA), Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement, Disability and Multicultural Division (DMD) about the unlawful racial discrimination and physical assault I recently endured at the hands of a TSA agent while traveling out of Dulles International Airport in Sterling, Virginia.

I am a physician who frequently travels to and from Washington, DC and have flown in and out of all three major airports in the region- Ronald Reagan National Airport, Baltimore Washington International Airport and Dulles International Airport (Dulles). Of these three airports, Dulles is by far the place where I have encountered discrimination, disrespect, and mistreatment by TSA agents multiple times. It was this last incident at Dulles that prompted me to file this complaint.

9/9/2013 9:40:54 AM

On Friday, June 28, 2013 at approximately 11:00 am, I became the victim of unlawful racial discrimination and physical assault. While passing through the airport security checkpoint at Dulles, I opted out of the full-body scanner and requested a pat down. TSA agent (b)(6) conducted the initial pat down. She aggressively performed the pat down, pressing her hands very hard against my body and hitting my crotch. I politely asked her to slow down and avoid hitting my crotch with intense force because this is a very sensitive area. Despite my request, agent (b)(6) repeated hitting my crotch one more time. I felt violated and could not tolerate this kind of physical abuse. I requested that she stop immediately and call a supervisor.

Supervisory Transportation Security Officer, (b)(6) was called on to supervise a subsequent pat down. Agent (b)(6) got confrontational with her supervisor when he asked her to be mindful of my request. Supervisor (b)(6) then asked another TSA Agent, named (b)(6) to conduct another pat down, which was done respectfully and without the need to invade my genitalia. Upon exiting the security checkpoint area, I completed a TSA comment card detailing the incident and providing my contact information. To this date, I have yet to receive a response in writing or by telephone from TSA staff at Dulles.

Taking in its totality the sum of all disrespectful experiences I have endured at Dulles,
including this recent incident, one can reasonably reach the conclusion that I have been the victim of unlawful racial discrimination. 1 My background is Asian American and the majority of the TSA agents, who have acted disrespectful towards me in the past, have been Caucasian - this includes agent (b)(6) In contrast, I have had no problem with TSA agents who appear to be minorities, like Supervisor (b)(6) and agent (b)(6) They have been professional and have treated me with courtesy, respect and dignity. This excessively aggressive pat down style at Dulles is not an isolated matter but a serious systemic issue that needs to be addressed immediately.

As a physician, I conduct physical examinations of patients from all backgrounds and walks of life on a daily basis. I know first-hand how critical it is for a patient to feel that the examination is conducted with care, respect and cultural sensitivity. While my field of work may not involve national security, I know very well the distinction between a pat down and physical assault. Unfortunately, I endured the latter.

I wholeheartedly support TSA s efforts to keep travelers safe and am aware of the constitutionality of airport security screenings; however, TSA s right to search citizens in an airport is not unlimited. I have an undisputed constitutional right of privacy when it comes to my genitalia. The level of force applied against my crotch was unreasonable and simply crossed the line. The TSA staff at Dulles needs serious training on civility, professionalism, sexual harassment, and cultural awareness, especially while conducting pat downs.

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

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

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Remote Client IP: (b)(6)
Date Time: 9/9/2013 9:37:03 AM

9/9/2013 12:06:18 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Respect without Irradiation?

Comments:

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

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

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

9/9/2013 12:06:18 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Respect without Irradiation?

Comments:

I travel 100+ flights per year; so frequently that several TSA personnel recognize me and make small talk during my frequent passes through their stations.
Caller stated that the last time she went through the checkpoint, she alarmed the AIT. She had to go through additional screening where she was patted down and wanded. they found nothing and then went to the ETD device where she was swabbed. She did not understand why she had to go through all this additional screening for nothing.

9/9/2013 1:49:58 PM

CCR informed her:
TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. This is required when someone alarms.
Caller stated that he just starting traveling recently and has a internal medical device and he stated that while he was at RST they made him lift up his shirt in front of everybody and this has never happened before and he wants to know why. Advised the caller that they may of wanted to see the exact location of the device and that may of required that he life up his shirt.

9/9/2013 3:05:56 PM

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

Caller said she had an experience at the checkpoint. Caller had her hair patted down and caller said she is African American and she felt this was discriminatory because everyone did not have to have their hair patted down. Caller said there was a German with a ponytail and a cap that did not have to have a patdown.

9/9/2013 5:15:07 PM

I explained to the caller that the hair patdown is part of our screening procedures and if she does not allow the patdown, she may not be allowed on the plane. I told her that the hair patdown is conducted on persons of different race and ever persons wearing religious hair covering. I told her one of the supervisors at the TCC always gets a hair patdown whenever she flies.
I explained to the caller that there have been individuals who have hidden items in their hair.
all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.
I did tell her she can always ask to speak to a supervisor at the checkpoint.

Feedback Type : Security Issue
Categories : Pat-down
Current Date/Time : 9/9/2013 4:38:51 PM
Airport : BWI - Baltimore-Washington International Date/Time of Travel : 09/08/2013 6:00 AM Airline & Flight Number : US Airways 4007 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello-

I traveled through BWI Airport yesterday morning. I elected for a pat-down instead of the backscatter screening. My pat down raised an alarm and I was then directed to a private room for another pat down.

9/9/2013 6:13:00 PM

My first question is: why wasn't I given the option to have backscatter screening before the second pat-down? My second question is: why wasn't I given the option to have the second pat down in public view?

In the private room with two TSA officers, I was given a second pat down, as I mentioned. Before this pat down began, one of the officers commented, "let's get this party started". He then informed me that he would be touching my groin area with the back of his hand in six different motions, three vertical and three horizontal. My last question is, does this type of comment and groine-area pat-down adhere to your protocol?

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

The caller flew from FLL to ATL last weekend. She was selected for a patdown and was instructed not to touch her belongings until cleared. She stated that a agent picked everything up, and then dropped her laptop causing the battery to come loose, and the DVD drive to come out. she stated that they took pictures of the matter. She missed her flight at 4:13 and she did not leave until 11:00 pm tonight. She stated that she was given our number to call regarding the report that was filed. She is calling to find out what she needs to do exactly. She stated that her flight left at 3:58. She stated that she was told by a (b)(6) a manager that she can file the claim over the phone. She asked how long this process will take. She asked how she can find out if the manager actually does what they are suppose to do exactly.

I apologized to the caller for the manner in which their bags were handled and explained that the 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. 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. Claim forms are also available on our Web site at www.tsa.gov. 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. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

9/9/2013 7:15:02 PM

Once the Transportation Security Administration's (TSA) Claims Management Office has processed a traveler's claim form, he or she will receive a letter of acknowledgement and a claim number. The claim number should be kept for future reference when inquiring about the claim. TSA will tries to resolve claims as quickly as possible but may need time for a further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months of when it was filed, travelers may have a right to bring their claim to court.

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

The callers flight details are as follow:

Departing Airport: FLL
Destination: ATL
Airline: Spirit Airlines
Flight Number and Time: 600 @ 4:13 pm
Terminal: H
Gate: 10
Date and Time: September 5th, 2013 between 3:00 pm and 4:00 pm

Hi,

I had a very serious issue with a TSA officer and the information requested on your comment card follows:

Date: July 22
Time: 3:43pm
Airport; Chicago O'Hare
Time of Travel: Flight departed at 7:40pm
Airline: Delta

Check Point Area: Terminal 2 T E
TSA Employee: Officer (b)(6)

9/9/2013 10:05:58 PM

What Happened: My boyfriend and I both requested pat down checks when flying out of Chicago O'hare (information above). It was clear from when she approached me that Officer (b)(6) was annoyed or bothered by having to do the check... or she was just having a very bad day. She was extremely slow in explaining what she was going to do, when I expressed that I understood, she would tell me to be quite and listen and begin again. The she proceeded to administer an extremely aggressive, uncomfortable pat down that crossed personal boundaries repeatedly.

1. She began by pulling my hair, hard, as she checked around the neckline.

2. As she checked the breast area, she was extremely rough, then jammed her hands aggressively into my armpits. I was extremely shocked at this point, and my boyfriend who was watching was stunned and said something to me quietly.

3. When she began to check my legs, she ran her hands down my legs so aggressively that she began to pull my pants off, then when she ran her hands up my legs, she actually jammed her hand into my groin area. This is very difficult to say. She rammed it so aggressively into my groin, that her hand actually pushed the panty liner I was wearing into my vagina, where it lodged. This was painful and is extremely difficult to share. And was extremely humiliating to experience.

4. At that point, I asked her clearly if she could my more gentle. She was offended and asked me "what does that mean?" When I told her she was being rough and crossing boundaries... she got angry and expressed that she "was just doing her job."

5. When she began the other leg, she started pulling my pants down again, and I mentioned that that is what I was talking about, she said "oh, okay." Then she proceeded to do the exact same thing she did on the other side and she rammed her hand into my groin AGAIN.

I was so stunned that someone would touch another human being this way, that I was really in a state of shock. My boyfriend was very upset and shocked as well. (He by the way had a quick, efficient check with no problems.) The gentleman who was putting his shoes on near me, made a comment to me that the woman was clearly very angry and aggressive.

9/10/2013 8:22:53 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 9/10/2013 6:48:11 AM Airport : BOS - Logan International Date/Time of Travel : 09/10/2013 6:30 AM Airline & Flight Number : JetBlue B6289 Checkpoint/Area of Airport : Gates C40-42 checkpoint TSA Employee: (If Known) :
Comment : I always opt-out, despite assurances of no raditation scanners (never can be sure). One of the men manning the scanner was rude when I opted out, sighing "Well, stand over there then." Then a colleague of his reminded me there was no radiation; I said I knew, and the first man said "I stopped with that battle a LONG time ago." I don't care what he thinks, it's just unnecessary and unprofessional - opting-out is my choice. Then the woman who gave me a pat-down pressed down excessively hard all over, and pulled on my pants so hard that I got wedgies! She also rammed her hand into my private area while checking my inside leg to the point where I said "ow!" I fly almost every month, I've been patted down dozens and dozens of times, and usually it's fine and everyone just goes through the motions. I got the feeling the people at this gate though were trying to discourage pat-downs by making it as miserable and aggressive as possible. It's not going to stop me, it just makes TSA look unprofessional.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The caller wants to file a complaint about TSA. The caller flew from CLT on 9-9-13 with United and went through screening around 3:30pm. She states that the officers at CLT strip searched her because she had a bottle of diabetic shake.

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
vis postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
9/10/2013 601 South 12th Street TSA-33
11:45:54 Arlington, VA 20598-6033
AM

I advised the caller that for future flights if she has concerns to ask for a PSS to assist her through screening.

I emailed the caller the information.

Incident Details: The caller states the shake was medically necessary due to her Diabetes. The caller states that the officers hand searched her items and accidentally spilled one of her bags. The caller states that her diapers, bras, and everything fell out of her bag. The caller states that she was very embarrassed. The caller states that the officers told her she had to be patted down for the second time after they discovered she had a diabetic shake in her carry-on. They told her she could not have the shake after she had called TSA and was told it was permitted. The caller states that it is not fair to treat a person with medical conditions that way and let people go with religious rags on their heads. The caller thinks her treatment was due to a disability. The caller was offered a private patdown but refused. The caller also states that she is also missing a shirt and contacted CLT directly. A supervisor, [redacted] called her back and told her that she watched the tapes and the blouse was put back in the suitcase. The caller is very upset at the way she was treated because of a diabetic shake.

Caller flew from Pittsburgh to Phoenix on Southwest Airlines. Caller stated she is on an injectable medication for osteoporosis. Caller stated the medication can not go through the screening checkpoint and have a hand and visual inspection of her medication. Caller stated she informed the screeners that the medication couldnt go through the screening. Caller stated she made it through the checkpoint and someone came to her and told her she could not touch her carryon luggage. Caller stated the screeners were rude and she was told she was going to have a patdown and get wanded. Caller stated she is 62 years old and she was being yelled at by the screeners because she was going to be subject to additional screeners. Caller stated a male agent opened the cooler and asked if there is anything sharp in the container and the medication was cleared. Caller stated she was subject to a patdown and her personal items was screened and the screening was complaining about the screening and the caller stated she is going to contact the newspaper. Caller stated she has never went through the screening and she was told to lift her shirt up in the front and back. Caller stated she didnt get the name of the screeners. Caller stated it was a male and female. Caller wants to complain about the screening she had at the checkpoint. Caller did not feel that she was treated this way because she was carrying injectable medication, but instead just feels that the screeners were very rude. Caller stated the additional screening was done in the public.

9/10/2013
1:28:12
PM

Incident happened:09-09-2013@12:00pm
Airport:Pittsburgh
Airline:Southwest Airlines
Flight number:Didnt remember
Gate Terminal:A9

Advised caller I would send to the CSM at Pittburgh airport. Advised caller if the CSM has further questions they may contact her email address or a phone number

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

My wife and I recently went through the GOES process and were approved for the Global Entry program with the ID's shown above. In August, we had our first experience. Our attempt to enter the "TSA Pre-check" line was denied because my wife was in a wheelchair.

9/10/2013 4:23:38 PM

We explained that the chair was only needed for her to travel long distances such as in an airport, but that she was fully capable of walking through the xray or metal detection machines and such so long as she didn't have to remove her shoes (she wears a carbon fiber brace that fits down in her shoe, but won't function if the shoe is removed).

Nevertheless, access was denied and we were sent to the regular security line where she had to endure the full pat-down wanding examination – such a disappointment.

(b)(6)
(b)(6) work: (b)(6)
(b)(6) Omaha NE 68130
HYPERLINK (b)(6)

Description of Complaint
(b)(6)

9/10/2013 4:24:36 PM

On August 26, 2013 at approximately 11 :05 am I was in line at security at Ronald Reagan Washington National Airport. I was flying Frontier flight 1751 which caused me to have to use Terminal A. My flight gate was #7 for an 11 :55 flight.
As I approached the security area I noticed that there was not a full body scanner available in this particular security area. In January 2013 I had a total knee replacement, and have found that I set off the alarms on traditional scanners. As I travel frequently I was told by a TSA agent several months ago that I should always use the full body scanner, or I would have to notify the TSA agent.
So noting there was not a full body scanner, I told the female TSA agent at the traditional scanner that I had a total knee replacement. She told me to use the full body scanner, and as she looked around realized there was not one. She directed me through the regular scanner as she called for female assistance. She told me I would have to have a "pat down" which I have had in the past. I have never had an issue when having this done in the past.
As I was waiting, the agent called again for female assist. Within the next couple of minutes a young woman came over, and was clearly agitated. She asked me to identify my belongings on the scanner belt, I pointed them out, she carried them toward a table and said "follow me". I told her I had a total knee, and I could not use the normal scanner. She said "I'm going to pat you down. Do you understand what that is?' I said yes. She asked me if I wanted to be patted down in private. I said no, as I have had this done in the past without incident.
She then asked me to raise my arms and place my feet shoulder width apart, which I did. She began the pat down on my back, then to my arms, then to my legs. When she placed her hand on my inner thigh she asked me to spread my legs wider. With her

9/10/2013 4:24:52 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/10/2013 3:22:21 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 09/10/2013 2:00 PM Airline & Flight Number : UA 5620 Checkpoint/Area of Airport : E6 TSA Employee: (If Known) :
Comment : As usual, I told the TSA lady that I had a metal shoulder. She directed me into the machine and I raised my hands. Since I could not raise them completely over my head, I was told I had to have a pat down. When someone called for an agent, one agent didn't want to do it and another was rather angry with him for not helping me. The guy who patted me down was polite to me and told me I could easily have gone through the machine since I didn't have to have my arms raised all the way up. WHICH IS IT??? I AM SICK OF TSA NOT KNOWING THEIR JOBS AND I'M SICK OF HEARING THEM CRABBING TO EACH OTHER IN THE BACKGROUND. YOU ARE A BUNCH OF IGNORANT BUFFOONS!!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :(b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

9/10/2013 6:00:52 PM

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

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

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

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

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

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

Very unhappy and very displeased with yet another poor TSA experience.
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Remote Client IP: (b)(6)
Date Time: 9/11/2013 1:53:28 PM

9/11/2013 2:09:59 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Orlando Airport 9/11/13 - 9:15 AM Southwest Airlines / Airtran security line far left, (closest to Starbucks).
Comments:My young daughter was flying from MCO - IND this morning alone. She called me from the gate very upset as when she was going through the xray machine the TSA agent who motioned her in started at her breasts and said, "looks like you are little cold". She ignored him and he said it again with a grin.
She did not get his name as she was embarrassed and afraid so she went to her gate. She described him as late 30's balding with wispy blonde hair and an eastern European / or Slovic accent.

I fly every week and have witnessed the best and the worst of the TSA but this type of behavior toward a young female passenger especially travelling alone on all days especially on 9/11 is despicable.
Heard of the program that is costing $85.00 and wanted to know if it kept her from having to go through screening such as x-ray and a patdown because she feels those procedures violate her civil rights. She stated a few years ago she had to go through a patdown procedure and she asked the officer if she would have to touch her private area and the officer told her yes. The caller stated she started screening at the top of her lugs that she was going to touch her in her private area. She stated she hasn t flown since because she was traumatized by the experience.

9/11/2013 2:52:14 PM

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

From: (b)(6)
Sent: Wednesday, September 11, 2013 3:32 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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Remote Client IP: (b)(6)
Date Time: 9/11/2013 3:32:12 PM

9/11/2013 4:10:43 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Accusation of both disability discrimination and sexual abuse in Detroit

Comments:

I HEREBY ACCUSE TWO TSA DETROIT EMPLOYEES OF WRONGDOING.

From (b)(6)
Sent: Wednesday, September 11, 2013 3:32 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP (b)(6)
Date Time: 9/11/2013 3:32:12 PM

9/11/2013 4:10:43 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Accusation of both disability discrimination and sexual abuse in Detroit

Comments:

I HEREBY ACCUSE TWO TSA DETROIT EMPLOYEES OF WRONGDOING.
The callers sister in law flew from North Carolina today and she had her hands swapped with paper. He asked why this happened. He asked why they let her on the plane, because she kept testing positive. He asked how they can lodge a complaint. He asked what would happen if a passengers missed there flight. He asked if TSA would reimbush the cost of rescheduling a flight or make arrangements for the passengers.

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

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

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

9/11/2013 7:44:11 PM

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.

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

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

I would just like to write as a concerned parent of a child that has Autism.

We recently flew out of Atlanta and had a horrible experience with the security. I called ahead and spoke with someone in Atlanta and was told that he would have to go through a extra pat down due to a compression/weighted vest my child wears. When we arrived in security i told the officer that we were told to go through special needs as he we knew my child's vest would alarm and he would need to be pulled aside and patted down. The group in front of us received a lot of assistance b/c they had a family member with a wheel chair. When we came up we were not given any help at all. I felt we were treated bad just b/c my child does not look like a disabled child and that we were causing them a trouble by coming through that section of security. After my husband went through they let me child walk through scanner. He kept alarming and the agent told him (6yr old) that it was because he was touching the sides. The agent behind him said no it was b/c of his vest and the other made him walk through again. This of course was making my child get even more upset b/c he had to go through multiple times. After all that they finally pull him aside to be patted down and instead of listening to me they said my husband had to go over to the side with him. Even after my request to let me go with him as i was the one that had him the whole way through the airport until his dad went first in the screen process. He does better with me when it comes to dealing with him and so then he started running circles in the pat down area. All the while i was left to get 3 suitcases, a car seat, 2 back packs, and 3 buckets with shoes etc. I was looked at b/c i was not clearing it off fast enough and i am not super woman and was doing the best i could to get the items off belt and repacked. I was never offered any help to get our items moved to area where they were scanning him down.

9/11/2013 9:01:17 PM On the other end of our trip we flew out of Canton/Akron Airport and had a wonderful experience. We like to fly out of this airport as it is a smaller airport and makes travel easier. We were able to come through it and put his vest in the bucket to be sent through xray b/c it is not so busy and quick to get through security. The agent there saw the vest and was looking at it. I spoke with the other TSA agent and told him what the item was and he knew exactly what it was for and let the other agent know that it was okay. They even assisted us so i could put his vest back on as soon as it came out to make the rest of our trip good. He even told my child how proud he was him and gave him a Jr. TSA sticker. It was so nice to see that some of the TSA take their job to heart and make it a nice experience for kids to fly.

Your TSA agents in Atlanta need to be sent through training on how to deal with kids who are autistic and have special equipment to help them through areas like the airport. Especially due the the fact that 1 in 50 kids are being diagnosed now.

Thanks,
(b)(6)

Caller states that on August 30th she was traveling with her granddaughter who is 13 years old. She traveled from Brussels Belguim to Dulles to LAX. She states that she had a problem going through TSA in Dulles. She has (IBS) Irritable Bowel Syndrome, she also was wearing a money belt, and she was wearing a dress. She is 82 years old. She states that the TSO officer was patting her down, and when they came across her stomach they seen that she had a money belt, so they made her take her money belt off. She states that she raised her dress when she was put in the room. She took off her money belt. Once they took off her money belt one of the TSO gave the money belt to the other TSO in the room and she started inspecting the money belt. Then she didn t see anything else since the other TSO gave her another patdown. There was over 500 hundred dollars in her money belt, but when she received her money belt back the money was gone. She states that she didn t look inside her money belt until she got home, and that s when she seen that the money was gone. She was traveling first class. She is 4 11 and she is blonde.

9/12/2013 10:20:02 AM Airport: Washington Dulles
Time: 2:25pm
Airline: United Airlines
Flight Number: 9510
Date: 08 30 2013

Informed caller:
I apologized for this happening to her and that I would send this to the CSM at Dulles. I offered to send claim forms to the passenger so that she could file for reimbursement for the missing money but she declined. She just wanted to let someone at the airport know that this had happened to her so that it would not happen to someone else.
The caller said that she flew yesterday from BQN on JetBlue, flight 938 and went through screening around 9:25 a.m. She had to have a patdown and she claims that the officer quote karate chopped her crotch area twice end quote. She stated that the officer was rude after she asked her to watch it and she asked for a supervisor, who she stated was no help. She stated that the officers last name was (b)(

9/12/2013 11:50:49 AM Advised:
All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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

Caller said there was an incident at FLL with TSA on 9-11, a gentleman by the name of (b)(6) went through the security checkpoint at approx. 9:30 PM and placed his carryon luggage and computer case with books, 1 tray with his laptop and another with other personal items. Items were going through the x-ray and he opted out for the screening and was taken to another location for search and his items were left on the conveyor belt. After the search he was brough his 2 bags and 1 tray with his shoes and other items by the TSOs. Because of the time constraint he had missed his flight the day before and the TSO opened the bag and removed a bottle of water with lemon. States the TSOs failed to return all of his items, his laptop was left behind and is at the lost and found. They are trying to charge him for shipping the item and he doesn t have the money to pay for it. States he had just started a new job and the laptop was his work computer.
Flew from FLL to ATL.
Caller mentioned someone by the name of (b)(6) unsure who the individual is at FLL.
She states UPS will deliver without charging him if TSA will speak with the lost and found.
He was the only individual that was going through security because everyone else had gone through and there were 5-6 TSO agents at the security checkpoint.
Passenger assumed the laptop was in his bag, she is asking for the TSOs to accept responsibility for not doing what they were required by failing to bring the laptop to him with other belongings.
Can she get the names of the officers on duty? States TSA didn t follow procedures
Asked for a phone number of who is over the CSM because states the CSM isn t assisting the gentleman and won t provide information as to who is his supervisor.
Caller requested a copy of our conversation be provided to her.

Response:

9/12/2013 2:25:00 PM

Apologized to caller that (b)(6) had a bad screening experience and provided phone # and email address for CSM for her to contact to see what they can resolve. Advised I could provide information to CSM, but, as she wants to speak with the individual, not sending to CSM.
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.

Advised she can contact the Administrator of TSA to voice her complaint.
Please send all written correspondences for John S. Pistole to the following address:
John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1
Arlington, VA 20598

Provided information via email.
Explained to caller unable to provide record of our conversation to her via email.

To Whom It May Concern:

I want to file a Formal Complaint!

I went through the Security Check Point at Philadelphia International Airport Gate F on Monday 9/9/13 approximately between 8:00pm and 8:20pm.

I went through the machine that does the full body scan with no issues. I was about to walk to grab my belongings which went through security with no issues!

9/12/2013 2:36:05 PM

I was stopped and a TSA agent who swiped my hands. At first I was told I was fine to go, then I was told no wait a minute. I was told that my hands came up positive for something. When I inquired as to what my hands came up positive for I was told they didn't know maybe a lotion or something. I again asked what my hands came back positive for and that I felt I should be told why I have to go through this. I was brought into a small room with two very large women. I was told they were going to do a full body pat down on me. They asked if I had any sensitive areas on my body. They told me when they get to my breasts, butt, and groin/genitals they would use the back of their hands. I said I wasn't okay with being touched on my privates! I asked if I could go through the machine again or if there were other options. They asked if I was refusing. I said what happens if I do? I was told that they would have to call their supervisor and the Police would come in. I interpreted this that I would either be forcibly searched or arrested for not complying with their demands!

I felt very coerced and pressured at this point. They asked me if I was refusing. I said I guess I don't have a choice if I want to get on my plane?

The women doing the pat down put her hands up my thigh which I had a skirt on. I began to feel lightheaded and dizzy, I started to shake. I felt very violated and traumatized by the whole ordeal. I have been raped in my past and this made me flashback to that past trauma. I couldn't wait to get out of the room I felt like I was going to pass out. I asked the TSA agents how they handle rape victims & the one women replied rather flippantly how are we supposed to know they have been raped?

I went immediately to the nearest bathroom and began to sob. I wasn't able to sleep that night, and have had disturbed sleep ever since then!

I really feel that there should be other options for passengers particularly those with PTSD as this process is extremely evasive. Touching rape/trauma victims on their privates, and making them feel closed in, trapped, intimidated, and coerced to comply just re-traumatizes them!. How do you handle active duty & veterans? I'm sure many of them are not okay with having strangers in their faces and patting them down?

I feel I should have been shown what came up on their swab because I was NOT Shown any evidence that I tested Positive for anything! I also don't know how something on my hand supposedly coming up positive can justify touching my privates? How are the two even remotely connected? I have never been arrested in my life. I am a law abiding citizen and Social Worker and feel that my Civil Rights were violated!

9/12/2013 4:02:47 PM

The caller flew from DEN to Wisconsin and her husband has pacemakers and probes in his brains, so he wanted a patdown. During the screening at the DEN checkpoint the TSO was very rude and told him that he had to go through the AIT. They went through screening on 09-11-2013 at 8:30 am flying on Southwest airlines from DEN to MKE, then to MSP. The caller does not remember their flight number. They where going through Terminal C and Gate C-48. The female TSO was African-American, short, and middle-aged.

Told caller that I will forward her complaint to the CSM at the DEN airport to view the incident.

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

Advised,

Passengers who have medical devices attached to their bodies, such as bone growth stimulators, spinal stimulators, neurostimulators, ports, feeding tubes, TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. I also advised that he is able to request a pat down before the screening process begins.

9/12/2013 4:25:29 PM

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

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

Disability Description: Caller said she has a prosthetic leg and a catheter implant. She also uses a wheelchair.

Response Details: I advised her to ask for a PSS or supervisor for assistance at the checkpoint in the future. I also advised her I would send this to the CSM at LAX Airport. I advised her that I would send information on how to file a disability-related complaint.

Los Angeles International Airport
Name: (b)(6)
Phone

9/12/2013 5:53:15 PM

Incident Details: Caller said she had a most unpleasant experience at LAX. She has a catheter implant for dialysis and it set off an alarm. She also has a prosthetic leg and uses a wheelchair and she showed security her note from her doctor. She said the initial patdown was invasive and they pressed her breasts and prosthetic leg very hard, hurting her. She has a cycle machine for dialysis and they took it to another area away from her. She informed the officers that she has tender areas of her body. She said they then pressed all over her abdomen. She said they dusted her hand with that powder and she said when she asked their names they crossed their arms so she could not see their name tags. She said she was going to Maryland and this is not the first time this has happened, but the first time with her machine. The caller stated that her cousin is an attorney and told her to file a lawsuit. She said they pressed her so hard she fell back in her wheelchair. She said she prefers a phone call versus email due to her bad vision. She said she talked to her doctor and her nurse after this happened and they were horrified and told her they were going to follow up on this as well. She said she was a nervous wreck and was afraid the machine would not work after they dusted it with powder. She said they screened her prosthetic leg by making her put it up against the machine and she told them she would need to sit down, but they told her that she would have to stand.

Airport:LAX
Airline:Southwest
Flight #:not available (she went from LAX to DPI)
Date and Time:August 20, 2013 11 a.m.
Location: Checkpoint during the screening.
Email (b)(6)

9/12/2013 6:18:03 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/12/2013 5:51:21 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 09/06/2013 6:30 PM Airline & Flight Number : JetBlue 153 Checkpoint/Area of Airport : Terminal 5 TSA Employee: (If Known) :
Comment : I travel to NY every week from FL and have been doing so for the past 7 years. Almost every time I go through your screening machine it detects something that is not there and an agent has to pat down that area. Last Friday it detected something in the middle of my back when all I had on was a thin cotton shirt. They are too sensitive. I should not have to be subjected to having areas of my body patted down every week for no fault of my own. I would like to know what is happening 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

9/13/2013 12:52:06 PM

Caller recently left from SAN and she has a hip replacement, she informed the officer of the hip replacement before the screening procedure began however she still alarmed. She stated the officer directed her to a little glass cubical where she had to wait for about 3-5 minutes. She finally asked the female officer what she was waiting for and the officer told she would have to wait for another female officer to come conduct a patdown. (b)(6) didn t like the fact that she had to wait so long in the glass cubical for so long and wanted to complain in regards to it. After about 5 minutes she stated a male officer came and relieved the female officer and she then received the patdown.

Response:
Apologized for the inconvience she experienced at the checkpoint. We do keep records of all complains in regard to airports if we find that this is a reoccurring issue at SAN it would be forwarded to the CSM at the airport for further review. However it is generally standard procedure for passengers to have to wait for an officer of the same gender to come and conduct the patdown. If no officer was available the wait time may be a little longer than normal.

If you would like to contact the CSM directly in regards to this you can call this number back and press option 5 and enter the airport code SAN and it ll give you the contact information for the CSM there

The caller was interested in TSA Precheck. He flys on Southwest alot and he asked if they are eligible. He stated that he thinks he may be on a list. He stated that he is subjected to a patdown alot and he thinks he is on some type of DHS list. He asked how he can find out if he is on a list.

I advised the caller that Southwest is not currently a participating airline with TSA Precheck.

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 travels.

9/13/2013 12:58:13 PM

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

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days.

I explained that I can email the forms to his email address to complete and return in accordance with the instructions.

We are not able to confirm or deny if he is on a watch list. The list remains an effective tool, because it is not disclosed.

9/13/2013 2:41:14 PM

Yesterday, my husband and I were travelling through the Delta terminal at LaGuardia in NY. My husband had to have the "pat down" and informed the TSA person (whose first name ended in (b)(6) that he was hard of hearing and wore hearings aids. This person tried to make a joke and said very loudly "You wear hearing aids and you still can't hear?" And laughed at him!!!! This was an insult to us both and was most offensive since this is a new problem for my husband. I think this person should be sternly spoken to and made aware that he is a Govt employee and learn to be more understanding to all the people he serves.
Thank you for the attention to this remark and I hope this employee can get some sensitivity training very soon!!!!
Sincerely,
(b)(6)

Hello,

After giving this a lot of thought since 2/28/13 and due to a second incident on 9/1 while departing for our Honeymoon, my wife and I have decided to

bring two incidents to your attention. I am writing this in letter 'e mail' format because your little blue card is too small for us to give you all the facts.

One, because she worked 34 plus years for the Airlines, and two because we are both executive, frequent travelers, "business attire". Second, my brother in law

was an employee Of TSA in San Diego and he has always coached us on 'how to pack' our carryon's to meet and exceed your security guide lines.

9/13/2013 2:41:27 PM

The first incident occurred as we are going through your Security @ IAH. United Air lines flight to get married in Las Vegas and both of our carryon's were pulled aside

Even though we are both 'professionally, business class dressed'. TSA opened my wife's cosmetic bag and my carry on 'shaving kit', even though we

Had clearly followed 'all of your 'guide line's and limits of sizes for all small containers in baggies, none of it 'appeared" to meet or pass this particular

Agent's scrutiny. He/ she put us through 'hell' and into a 'severe time crunch' to meet our flight.

Second incident occurred at IAH again while going through Security to catch an 8 AM US Air flight to Phoenix en route to our Honeymoon Alaskan Cruise.

Again, we are both professionally dressed, Not sloppy nor casual. We both packed all of our Rx's in baggies, all cosmetics and shaving materials in 1.5 0z

containers, both of our 'electric tooth brushes' In separate clear plastic bags, within TSA 'guidelines", In our carryon's just in case our big suit cases were lost,

we 'd have a change of clothes, etc. Brother in law (TSA) advised me To carry my Rx's meds in a small plastic bottle on my person which I carry in my left front pants pocket.

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we 'd have a change of clothes, etc. Brother in law (TSA) advised me To carry my Rx's meds in a small plastic bottle on my person which I carry in my left front pants pocket.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/13/2013 1:25:53 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 09/13/2013 10:30 AM Airline & Flight Number : Southwest flight 250 Checkpoint/Area of Airport : D Gate TSA Employee: (If Known) (b)(6) (supervisor) (b)(6) & (b)(6) Comment : As I was about to go through security, I REQUESTED not to go through the scanner due to the fact that I am pregnant (b)(6) trainee) under the direction of (b)(6) proceeded to do a full body pat down (b)(6) seemed unclear of how to do certain procedures and I did not see her put on new gloves. After the pat down, they said I tested positive for explosives and would need to go through additional bag check. They did not inform me i would receive an additional pat down in private. They then called the supervisor (b)(6) who proceeded to inform me that some of the toiletries had to be in a ziplock even though I have checked the requirements in the past and abided by these requirements and have NEVER put these particular items in a ziplock. I travel 2-3 times p/week for work and have always taken the appropriate items in a ziplock and the others in my toiletries bag. I feel I was pinpointed because they had to open my bag and search it. They were rude and unprofessional. I then had to go check my bag and go back through security a second time with a second pat down. I travel out of Phoenix 2-3 times each week and I have never encountered such unprofessional behavior by TSA agents (b)((b)(6) & (b)(6) When i asked Agent (b)(6) if i would have to receive snother pat down going through security the 2nd time, she said i chose to receive the pat down. I then received a second pat down by Agent (b)(6) my second time through security and did not test positive for explosives. When I asked Agent (b)(6) why I would test positive for explosives my first time through security and then 20 mins later, I would test negative, her answer was that I should ask the officer conducting the pat down to wear a new pair of gloves and use a new test strip, none of which I saw Agent (b)(6) do when she tested me initially. My complaint is against the lack of comman sense that these three agents displayed; why would I "choose" (in Agent (b)(6) words) to be publicly humiliated with a pat down if I was carrying explosives? My additional complaint is the discriminatory & humiliating procedures TSA makes pregnant women endure. Other airports I have flown out of have simply opened the family scanner to me when I inform I'm pregnant. I have also received pat downs at other airports due to bring pregnant in the past and i have never experienced such unprofessional treatment by TSA agents before. I feel as though because the procedures were conducted inappropriately by a TSA trainee, that is why I tested positive.

9/13/2013 2:42:20 PM

I fly frequently and do not like being discriminated against because I am pregnant. I am given two choices of either subjecting my fetus to harmful rays (per Doctors words) or being given a humiliating pat down every time I fly. This is discrimination! I would like a response from someone as to how TSA plans to develop a procedure to accommodate pregnant women just as they do handicap people & children and even elderly people.

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

To Whom It May Concern:

My experience at the Newark Liberty Airport was astonishingly poor as I passed through security. I, along with other passengers, was aghast at the poor treatment, rude and unfriendly behavior, and incompetence (including a lack of common sense) of the TSA agents. This continued from the moment I showed my boarding pass through to the physical search of my backpack. This all occurred at Terminal A, for the security point heading to Gate 35 around 3:50 p.m. on September 13, 2013.

As I walked up, and was waived forward to display my ID and boarding pass, there was no indication that he could not take my mobile ticket. Instead, when I stood there and realized there was no mobile reader, I said "I was under the impression that I could use a mobile device for my ticket". He did not respond, and instead glared at me for a moment, then turned to glare at the other podium with a very subtle head nod in the direction of the reader at the second podium. I turned to find it, but clearly was not given any clear communications from the officer.

9/14/2013 9:26:20 AM

The officer that did help me through the ID check station told me to head down to another security line, which was about a dozen people deep. At first, I didn't think anything of it, but realized that all of the passengers in the other line were getting through while my line remained stagnant, with at best, very slow movement. It took about 40 minutes to get through a line 12 people deep. I watched as they searched four peoples bags, made one wait for a pat down, had an argument as to why the second monitor went out, argued with a passenger about whether or not a bag was hers through the monitor, rather than passing it through and doing a physical search (which after about 5 minutes of talking over the monitor image, the passenger insisted they do anyway – and yes, it was the passenger who finally insisted.

They also questioned my bag, at which point I told them to simply "do what [they] needed to do to get me through this line". The officer gutted my bag of a notebook, magazine, receipt file folder, and an empty water bottle. He then firmly asked if he could pass it through the machine again – as if I truly had an option in the matter. There was nothing inside that proved to be a security risk.

Additionally, I witnessed the officer stationed at the body scanner be rude to multiple passengers – one was running late and stressed to get to her gate, and he barked at her.

In general, travelling can be stressful, but I'd like to insist that TSA not make things worse in the matter, and at least be trained and pleasant as we comply with security regulations as best as we can. I wish I had gotten the names of your officers, but I

9/14/2013 9:26:53 AM

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

9/15/2013 7:10:16 PM

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 9/15/2013 5:41:28 PM Airport : ASE - Aspen Pitkin County Sardy Field Date/Time of Travel : 09/15/2013 3:00 PM Airline & Flight Number : united 5166 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : The blonde woman TSA agent threatened to pat down my 4 year old daughter because she had a cup of water. She spoke in a very nasty tone and scared my little girl. We are avid travellers and each have global entry cards. There was no need to threaten a 4 year old, especially in the manner in which she did.
Would you like a response? : True
Passenger's Name (b)(6)
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 : 9 16 2013 1:18:31 AM Airport : SFO - San Francisco International Date Time of Travel : 09 14 2013 6:15 AM Airline Flight Number : United Airlines, Flight #UA284 Checkpoint Area of Airport : United Domestic, Checkpoint F1 (?) TSA Employee: (If Known) : First name: (b)(6) Comment : On Saturday, September 14, 2013 at about 6:15am I was going through United Airlines domestic security checkpoint F1 (?) at San Francisco International Airport and experienced an incident I would like to report. I was proceeding as normal, putting all my items on the X-ray conveyer belt. Then, when it came time to enter the screening imaging machine, I told the security officer working that I have Juvenile Diabetes (Type I), have an insulin pump and wireless sensor, and would like to opt-out and get the pat-down. The TSA officer (b)(6) (approx. six foot, 60 years old), acted like he didn t hear. After just staring at me, I had to repeat this personal information again in front of everyone. I said because I have an insulin pump and sensor, the company the makes it (Medtronic Minimed) told me to opt-out. He acknowledged me by saying, in a condescending way, quot;Do you even know what this thing (AIT) is? quot; I told him I have a PhD and am not stupid, but the insulin pump company specifically told me to opt-out, and that is my right, so I would like to opt-out and have the full pat-down instead. He then asked where my bags were, and I told him on the X-ray conveyer belt. He got mad and told me I shouldn t have done that. (This might be correct, but if so, I didn t know because no one else has ever indicated this to me over the last several years and 25+ trips.) Then he had me wait and mumbled under his breath about me as he walked past. After a while, a female TSA employee came over, and I got teary eyed and explained to the woman doing the patdown what happened and how mean the first TSA employee was. She kindly had me talk to the supervisor, who said he would say something to the employee. And told me not to be intimidated, and I d be ok.

9/16/2013 8:31:06 AM

I fly approximately every other month, and most TSA employees I have encountered are professional and courteous, but this experience was unacceptable, especially toward someone with a chronic illness and disability according to the Americans with Disabilities Act. I would like this incident addressed and then be contacted with what is being done to resolve this type of unprofessional behavior? (For my own security though, I do not want my name or contact information disclosed to the specific TSA agent who was so unprofessional.) I support the work the TSA is doing to keep us safe, but do not feel the treatment I received is acceptable nor within the standards set forth by the Transportation Security Administration.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Dear TSA,

I writing because of an upsetting incident which occurred while I was traveling from SLC to NYC-Kennedy on September 15. While waiting in line for scanning, I decided to opt for a search rather than go through the scanner & the male TSA agent asked if I would like a massage as well (I am female.) In light of the fact that we are asked to be herded through lines and be as compliant as possible while being treated like criminals, to have to deal with such sexist, inappropriate remarks is truly unacceptable. I told the agent the comment was not funny & mentioned it to the female agent who gave me the pat-down. She said she was his supervisor & said she would "have a talk with him." The whole situation was stressful, disconcerting and not reflective of what is expected from professionals of any stripe. I am truly disheartened & disgusted by the experience. We deserve better than this.

Sincerely,

9/16/2013 8:31:09 AM

(b)(6)

"There is a poem at the heart of things." ~Wallace Stevens

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

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Remote Client IP: (b)(6)
Date Time: 9/15/2013 7:58:32 PM

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

9/16/2013 8:32:06 AM

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

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

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

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

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

Before I call my attorney and or the news outlets I DEMAND a call explaining this RIDICULOUS behavior and have proper action taken by superiors at TSA.

you can reach me at (b)(6)
(b)(6)

9/16/2013 9:47:56 AM

Caller said that she traveled recently and after alarming the AIT, she was subjected to a patdown screening. She was upset at the experience because the screener just told her to step out of the machine and began patting her down without explaining any thing to her about what was happening and conducted the screening in the public area. She is traveling again soon and did not want this to happen; she never mentioned wanting to submit a complaint nor provide the airport where the incident occurred. She thinks that the issue was caused due to having implants from her mastectomy.

Explained to caller that a patdown is used to resolve various alarms of the WTMD or AIT. Advised her that I could not determine what may have alarmed the machine and required the patdown, but explained that officers are required to explain the procedure as they perform it and should offer a private screening area so that she does not have to be screened in public. Suggested if she encounters this situation again, she should ask for a supervisor or Passenger Support Specialist to be present and ensure the process in conducted properly.

He is calling on behalf of his wife, (b)(6)

The caller is a former FAA employee and his wife and her are US citizen.

The caller indicated that he attempted to book a reservation for his wife with United. He was asked for a Redress number and was not able to proceed with the reservation. He applied for a Redress for her and has a RCN (b)(6) He is concerned about the status of the Redress application. He indicated that he sent the a copy of her passport and the signature from via mail on 8 19. He submitted a form online via email as well.

He asked if the Redress number is really needed.

His wife has metal knee implants and routinely receives additional screening.

I explained that a Redress number is not required as not all passengers will not have a Redress number.

I explained that TRIP is a single point of contact with the DHS for those who experience difficult when traveling such as difficulty with obtaining a boarding pass or being routinely identified for additional screening.

9/16/2013 1:40:42 PM

I advised that applying for Redress will not eliminate the additional screening that she may receive in regard to the metal implants as TSO are required to resolve alarms and anomalies via additional screening including a patdown.

Pending Paperwork
DHS has received your application but has not received the required identification documents or the signed DHS TRIP Privacy Statement (OMB NO. 1652-0044). We are not able to process your application without this information.
https: trip.dhs.gov status.aspx

I advised that if submitted via regular mail, it can take up to three weeks for the screening process that all mail going into a federal facility must encounter. It may be that the documents have been received but have not yet been processed by DHS.

I advised that it can take up to 7-10days for the status to be updated.

I advised that he check the status again in about a week. If it has not changed, he should give us a call back.

I advised that he contact the airline he in regard to not being able to get past the Redress field.

Caller stated she travels from Tampa Airport she gets additional screening at the airport and it makes her have anxiety. Caller stated she has more patdowns and hand searched and her purse was swabbed. Caller stated she wants to know what is going on with the additional screening. Caller stated it only happens when she flies from Tampa Airport but not when she returns back to Florida. Caller wants to know what the swabbing is used for and what are they looking for.

Advised caller the following information:

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

9/16/2013 2:20:04 PM

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

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

Caller stated she has used fertilizer before she flies out of Florida

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

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Remote Client IP: (b)(6)
Date Time: 9/16/2013 2:32:44 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inattentive Screener - Lax Security
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 585 Nashville to Raleigh Nashville Airport

9/16/2013 4:20:38 PM

Comments:I had a very unpleasant experience today with the TSA. The line for the check point at the Nashville airport was very long. I was in line 45 minutes. While the employees cannot do anything about this they could of helped a passenger out in need. I am pregnant and while I was waiting I had to go pee, I could not step out of line or I would have missed my flight. I asked the first TSA member who checked my ID if he could let me pass through. I explained to him that I was pregnant, had to pee and was going to get a pat down anyways as I did not want to go through the machine. He told me very nicely he couldn't and was sorry but to ask the passengers ahead to let me through. The problem was how was I supposed to ask 100 passengers to cut in line? I was on the verge of tears as it was hurting. When you are pregnant you have a lot of weight on uterus. I found another TSA Employee and she told me the same thing. At this point I am bawling and a couple noticed my anxiety and got me to the front. At this time I told the next TSA I wanted a pat down because I was pregnant and please get someone quickly as I need to pee. I waited an additional 10 minutes to get a pat down. In addition my things that included a $1000 camera where already at the end of the scanner and anyone could have picked them up. At this point I am still crying and people keep asking what is wrong. I see about 5 female TSA Employees who could of assisted but didn't. I ask the gentleman TSA what was taking so long and he said he was doing his best. I asked why the lady at the scanner could not do the pat down, pointed at her and he said someone had to take over for her. She saw me point and rolled her eyes!! She heard what was going on, saw me crying and rolled her eyes. Finally she came to get me, while walking very slowly without a care. She did the pat down, which I was familiar with as I got one in the Raleigh airport. One thing she did that I thought was unnecessary was that she grabbed my pants in the back and looked down my pants seeing my bottom! I felt like I was being checked for a dirty diaper. She was very rude and unsympathetic. After that she told me to wait and went to talk to some people. Finally she told me to go. I am sorry but the TSA is a business as well and should treat people with more respect. Pregnancy is a disability and the employees should have helped a pregnant lady out. I was visibly upset and while I understand security is a top priority so is a person's needs. I hope some disciplinary action as well goes out to that employee. She was an African American lady working in the west wing of the check point in the business line. She was working the scanner. I would have talked to the supervisor but as I mentioned I had to pee and was about to miss my flight. Really this problem could have been resolved if they escorted to me a front of the line. I wasn't asking to skip inspecting me or my things. I was simply asking to get through faster (like business or priority members do every day) so a pregnant lady could go pee and not get a UTI.

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

9/16/2013 4:20:58 PM

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Great Mills

State:

MD

Disability Description: The caller indicated that she has cancer of the eye.

Response Details: I advised that her complaint must be submitted in writing and advised that I would email information on how to do so.

I advised that I would also refer the information to the CSM at DEN to make them aware.

Incident Details: The caller indicated that she passed through the TSA checkpoint at DEN between 12pm -12:15pm. The caller advised the document checker of her condition and that she would like to opt out of AIT. The document checker referred her to an African American TSO near the AIT. The caller advised of her medical condition again and that she would like to opt out of the AIT to receive a patdown. The TSO lectured her on the fact that the radiation emitted was the same as on the plane and when using a cell phone. A female TSO advised that radiowaves, and not radiation was used. The caller contacted her doctor and advised that radiowaves had the same effect.

9/17/2013 2:33:57 PM

She was made to go through the AIT and indicated that it caused so much anxiety that she had to take medication.

The caller indicated that she always receives such difficulty at DEN in regard to opting out of the AIT; however this is the first time that she was refused to be permitted to opt for a patdown.

She indicated that she intends to seek an attorney and would like to make a formal complaint. She does feel that she was discriminated against and received desparate treatment.

The caller was traveling with Delta flight D12108 departing at 1:25pm from gate C36. The checkpoint was on the 5th floor.

She did not have the names of the TSOs.

Caller has a complaint. Caller went through McCarran today Caller had to have a patdown and he has a complaint about the way his screening was handled. Caller said he opted out of the AIT and he had to do the patdown. Caller felt like it made the supervisor angry that he opted out. Caller said he has filed complaints in the past and no one has responded to his complaints. Caller wanted to know what happens when a complaint is filed. Caller wanted to know if he could contact the CSM at McCarran.

9/17/2013 2:55:18 PM

We regret that you found your experience to be less than satisfactory.
TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.
I told the caller how to contact the CSM at McCarran.
On the morning of Friday September 13, 2013 we were in the Southwest terminal in the St. Louis airport for SW Flight 3847 departing at 8:30am from St. Louis to Los Angeles International airport.

Upon entering the TSA security checkpoint, after placing our carry-ons on the belt for scanning, both my wife and myself were asked to stand in the x-ray screening machine. Those representatives were courteous and prompt in their attention and pat-down actions.

After our screenings and pat-downs, plus waiting a few minutes for our possessions and one carry-on bag to come through the scanning system, that bag was carried to us by an agent and I was asked if it was mine and told it would need to be opened and inspected. I said "Fine – No problem – as to us the more security the better"!

9/17/2013 6:06:18 PM

The bag was placed on an inspection table and one of the two representatives attending this situation commenced taking out the possessions and inspecting each. No problem! I was later told by TSA Supervisor (b)(6) that these two representatives were TSO (b)(6) and TSO (b)(6) one being a trainer and the other a trainee. I believe (b)(6) the trainee and Amaro was the trainer, but I could have these two individuals reversed.

STSO Supervisor (b)(6) would know which person was the trainer (the problem individual) and who was the trainee.

As (b)(6) the trainee, lifted my wife's small jewelry case out of the bag, as it has a zipper almost completely encircling it, I asked as he started to unzip it to wait a second and if I could please show him how to unzip it so the rings and other small jewelry pieces in the case would not fall out. As he had started to unzip I had made my comment to please hold up opening the case I had raised my right hand slightly above my waist and outstretched a little just to emphasize "hold up unzipping" for a second.

He looked at the other TSO, apparently the Trainer (b)(6) who immediately said in a very authoritarian manner and voice, "Don't raise your hands and threaten us". I said "Are you kidding – I work closely with (b)(6) I respect TSA and what you do; I mean nothing other then to not please do not open the jewelry case till I show him how to open it so the jewelry does not spill out".

Caller states that his girlfriend flew in to SNA from DEN. He states that she had a metal button on her shorts that alarmed the WTMD, and her checked luggage got pulled up to the checkpoint and all of her luggage, both checked and carry-on, the TSO went through. Caller says that the TSO put a hand up her blouse and groped her and put a hand down her pants and groped her. He states that when the luggage was claimed, the locks were unlocked and the bags were open and the front 2 pouches of one bag were empty. He states that she had a ring in a little square baggie that was an heirloom in one of those pouches along with gold jewelry including 6 rings, a cross, and a bracelet; and some clothes and all of that is missing.

Advised caller:
We regret that you were unsatisfied with the manner in which your bags were handled.

http: www.tsa.gov traveler-information airport-lost-found-contacts#45
You may contact DEN lost and found at:
Denver International Airport
303-342-4062

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.
9/17/2013 7:19:54 PM Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

Flight information:
Flight Path: Denver to SNA
Flight date time: 9 15 (scheduled for 9:55 am) delayed 20 minutes
Flight #: 2603
Airline: Southwest
Airport: DEN
Gate Terminal: C29
Baggage claim #: (b)(6)
Baggage description: maroon rolling bag with handle
On behalf of: (b)(6)
NOI: (does not have)
Email: (does not have)

Caller states that his girlfriend flew in to SNA from DEN. He states that she had a metal button on her shorts that alarmed the WTMD, and her checked luggage got pulled up to the checkpoint and all of her luggage, both checked and carry-on, the TSO went through. Caller says that the TSO put a hand up her blouse and groped her and put a hand down her pants and groped her. He states that when the luggage was claimed, the locks were unlocked and the bags were open and the front 2 pouches of one bag were empty. He states that she had a ring in a little square baggie that was an heirloom in one of those pouches along with gold jewelry including 6 rings, a cross, and a bracelet; and some clothes and all of that is missing.

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Airport: DEN
Gate Terminal: C29
Baggage claim #: (b)(6)
Baggage description: maroon rolling bag with handle
On behalf of: (b)(6)
NOI: (does not have)
Email: (does not have)

Caller is flying to LAS in November. Caller missed his flight three years ago. He was flying at 7AM from Dallas Love field three years ago. Caller arrived at 4AM because Southwest airlines opens at 4:30 at 5 am he was standing for security. They did not open security until 6AM. Caller is a type one diabetic and carries a small duffle kit and uses a insulin pump. Caller was pulled off the side and he received a patdown. He had to wait 20 minutes to get a patdown by a male TSO and when he went through he missed his flight. Caller was there 2 hours before the flight. They could not get him through security in time. Caller wanted to know when they will open and information about getting through faster. Caller wanted the number to the CSM, as he has called them in the past for information. Caller did not want to miss the flight again, because he is taking the same trip.

Advised Caller:

9/17/2013 8:22:08 PM

We recommend that you contact your airline or airport to determine the earliest time you may check in for your flight and the operating hours for the security checkpoint. Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less. Passengers may ask to be directed to one of these lanes when checking in with their airline or once they have reached the line used by general passengers. You can inform the officer of the device and request a patdown, rather then being screened by the technology. You can ask for a PSS if you need assistance through the checkpoint.

Name (b)(6)
Phone

9/18/2013 1:42:50 PM

The caller wants to know why TSA subjected a military person to a patdown. The caller states the that the soldier was embarrassed. The patdown was al SAN approximately 10 minutes and the soldier was pulled out of line and subjected to a patdown. The caller thinks that TSA should be ashamed to patdown a service member that fights for their country.

9/18/2013 1:55:36 PM

I advised the caller that it could have been random selection that the person in question was pulled aside for secondary screening or resolution of an alarm.
Caller has an issue with 2 TSA employees who work at LAS (b)(6) and (b)(6) TSOs. Caller states when entering the security checkpoint there was a lady before (b)(6) and he was walking briskly because he was late. This TSO put her hand out and wouldn t allow him through the barracades. She takes his ID and looks at it, he has a beard and stands 6 4 and she made comments about him being islamic. States he is a rodeo cowboy and makes his living traveling throughout the US, was wearing a 5 inch brim cowboy hat, wrangler jeans, boots and professional PRC shirt, caucasian male.
Stae (b)(6) was TSA security and her supervisor is (b)(6) he spoke with the supervisor and TSOS advised him to call the TCC.
After placing his laptop and business papers and other items in the trays, he gets in the AIT and steps out afterward and the TSO, (b)(6) told him to stop and placed his hand on his chest.
Without proper notification the TSO started feeling of his neck, chest, upper body, etc., didn t say he needed to give him a search, patdown, etc. Said he was stopped in line and the TSO felt his back, stomach, chest area.and the way he did it wasn t a proper search.
His complaint is that (b)(6) inappropriately touched him and (b)(6) made the racial comment to him.
Flight departed at 7PM, Flight # 245, Gate # 28.

Response:
(TSA) regrets any unprofessional treatment you may have experienced. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.
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.

9/18/2013 6:11:37 PM

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); Disability Current Date/Time : 9/18/2013 5:12:34 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 09/17/2013 Airline & Flight Number : Iceland Air FI644 Checkpoint/Area of Airport : while taking off shoes at conveyer belt TSA Employee: (If Known) : Blonde woman about 32 years old Comment : At approximatetely 4:45 PM on Tuesday, 9/17/1013, as I placed my luggage on the inspection conveyance I requested a manual pat down and was initially denied said request by a TSA employee (blonde, female, about 32 years old). She attempted to force me to enter the radio wave facility against my will by making me stand for 20 minutes while she chatted with a male customer. She allowed my belongings to be rifled by an unknown child while refusing to allow me to pick up my baggage. She spoke in a demeaning manner to me and denied my rights to a safer pat down until I asked to see a supervisor. I want the badge number and id of this tsa employee. I spoke with a lower level supervisor who did very little to assuage the situation. I then spoke to (b)(6) an upper level supervisor who took down an image of my boarding pass. I have a right not to be forced into a machine that I consider dangerous. I also have a right not to be forced to stand, shoeless, for 20 minutes and watch at least one strange passenger rifling my luggage. I have arthritis and vitiligo and cannot be kept standing without the support of my shoes and under lights that damage my skin. When I fly back on 9.23 I want assurance that my rights will not be trampled.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said he wants to register a complaint. He said during screening at Denver Airport, he had to go through a patdown and they searched through his luggage. He said the officers had poor manners and were distasteful. He said he will go online and also register a complaint because he said he has to go now to catch his flight.

Sending Info to CSM
Airport:Denver International Airport
Airline:United Airlines
Flight #:not available
Date and Time:09-18-2013 5:Pam

9/18/2013 7:48:24 PM

Location:screening checkpoint
Email:not available (he said he had to go and catch his flight)

Name: Robert Kappa - CSM
Phone: 303-342(b)(6)
Email:(b)(6)

Response:I asked him if he wanted to apply for redress and I also advised him I would send this to the CSM at the airport.
Attachment:
Name:(b)(6)
Cell:(b)(6)
Home:(b)(6)
Mailing Address:(b)(6) Alameda, CA, 94501
Email: HYPERLINK(b)(6)

What happened?
I was searched in violation of your own TSA policy. I was screened via your X-ray machine and found to not be in violation; then also patted down. In violation of your own published policy, I was succumbed to your excessive searches at the beginning of my trip and also at the interim point. My spousal unit was not allowed to be present at my excessive search. I was boarding AS255 at Puerto Vallarta flight returning home on 05Sept. At the PV gate I was pulled aside at the jetway, they physically searched my carry-ons, and physically searched me for explosives, all with negative results.
I then retrieved my luggage at LAX, successfully went through customs/immigration. Had to leave the AS terminal, walked outside and then entered the AA terminal at LAX and went through the security process again. I submitted my AS Boarding Pass for AA flight 2465 from LAX to SFO, my boarding pass flagged a "RED" signal. The TSA agent told me to step to the side. She then told her co-worker, 'look at this red light" ; she then told me to step aside. She then radio-ed someone to come. No one responded; she then radio-ed again. She told me to step aside again; told my spousal partner to move forward away from me. His name is(b)(6) He was forced to go through the scanning process and never allowed to be with me.

9/19/2013 9:58:55 AM

I was then met by a TSA agent (male). He told me I was to go through the x-ray scanning process. I willingly complied. I was scanned and NO ISSUES OR EXCEPTIONS WERE FOUND. I WAS COMPLETELY CLEARED THROUGH THIS PROCESS.
Instead, I was then taken aside to 3 TSA agents. The male TSA agent told me that I was now going to be physically patted down. EVEN THOUGH THERE WAS NOTHING TO WARRANT SUCH A SEARCH!!! He then brought over a black female TSA agent. She informed me that she was going to pat me down physically, including my groin areas. She was EXCESSIVELY SLOW AND EMBARMSSINGLY physical in patting me down. She patted me down very slowly on the front of my body, including my groin area, and then had me turn around and patted me down on the back of my body, and again in my groin area. I must tell you, I was employed by the State of CA, Dept. of Corrections, I was a Peace Officer, performed many searches of criminals in my career. YOUR TSA is a mockery of the search process. Exceedingly slow and humiliating!!!
After physically searching me and finding nothing, the black female TSA agent then swabbed me again (after I was swabbed in Puerto Vallarta for the same thing and nothing was found) for explosives.
She took the swabbing material and attempted to process it through the machine #1. GUESS WHAT??? THE MACHINE WAS BROKE!! She then took my swabbing material to another machine. She tried a "test' on that machine and guess what??? She stated out loud, "I tested this machine and it came out positive for explosives - however it was just a test, and it wasn't her results.' She stated, this machine is also broken."
The male TSA agent then spoke to his supervisor. He said, You know, we need to have these machines calibrated because they are not working." She replied, IA/ell, I thought we just had these machines calibrated so I don't know what to do." He then told me and the TSA black woman to follow him over to a third machine. We moved over
to the third machine where she inserted my "explosive results" paper into this third machine. This machine confirmed I was negative for explosives and they finally let me go. My significant other approached us at the third machine and asked the male TSA agent what was going on and why I was singled out. He said it was totally up to Alaska Airlines why they singled me out and it wasn't TSA at all. It was Alaska Airlines.
He denied any knowledge as to wiry I was put through this and said it was AS airlines who did this to me. There are two specific violations that TSA did against me:
FIRST, PLEASE SEE THE TSA POLICY ON THE TSA WEBSITE - I HAVE COPIED IT BELOW TO SHOW YOU YOUR OWN POLICY TO POINT OUT HOW YOU VIOLATED IT!
TSA POLICY PERYOUR OWN WEB_SITE RE: Pat-Downs
What to Know Before You Go
If a passenger cannot or chooses not to be screened by imaging technology or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a

Caller said she and her husband are flying in one week to Portland Oregon. She said that last time her husband, was in the screening, and was asked to put his hands over his head. Because he has numerous ruptured disk in his neck and back, he almost passed out. She asked what they need to do to go through the screening.

9/19/2013 12:51:32 PM

Response: Transportation Security Officers (TSOs) are instructed to listen and respond appropriately to any information a passenger offers concerning his or her physical limitations. TSOs should provide any help that a passenger requests to facilitate the screening process. Under no circumstances should passengers be forced to perform actions that cause pain or put them at risk of injury. For example, TSOs should offer a chair to passengers whose weakness or balance problems put them at risk of falling during screening. Passengers who have difficulty with balance, standing, or walking also may decline metal detector screening, and ask instead for a full patdown screening while they are seated.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or Passenger Support Specialist at the checkpoint to address any complaint regarding screening procedures. We hope this information is helpful.

The caller is flying and he is subjected to additional screening. He stated that this happens everytime he flies. He stated that he wants to clear his name. He stated that he gets a patdown. He stated that he flys with his children and it gets out of hand. He stated that he gets a patdown everytime.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

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

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries online by entering the RCN.

9/19/2013 2:04:01 PM

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

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

I explained that there is no guarantee that this will resolve the issue. I explained that I can email the forms within 24 hours of this response.

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

9/19/2013 2:13:13 PM

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment
Current Date/Time : 9/19/2013 12:47:07 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 Gov't student and the question was raised under what authority do you use to do a warrantless pat-down search? What are determining factors that a TSA agent could articulate to say under oath that would grant a search warrant if time existed?
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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Remote Client IP (b)(6)
Date Time: 9/19/2013 3:57:29 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):coming from UA63, 9/19/13, Madrid->Newark
Newark International Airport,
3:30pm, terminal C, near gate C100
This was the security check after rechecking luggage for a transfer flight to Chicago.

9/19/2013 6:04:47 PM

Comments:I had to wait about 15-20 miniutes before a male assist for patdown could be found. (this is not the fault of the person before the scanner; He asked at least 10 times for male assist).
[I did ask him if I could wait to put my bag through since I've had to wait a long time before and I don't like it if my luggage is left unattended, but he said I had to put it through and wait and that it wouldn't take very long]

I was told to stand to the side (right side), closer to the x-ray machine. The operator of the X-ray machine started to make fun of me for opting out and when I asked if he could remove my tray from the line (since I had been standing there for so long) he made fun of me again and said that it was my fault if I that I was standing there, since I was opting out. Then he continued to tell at least 4 other TSA employees about how stupid I was to stand there so nobody could see me, even though I told him I was told by the person in front of the scanner to stand there.

So, in summary, I have no issues with the pat-down, no issues with the long wait, but a big problem with the behavior of the person behind the X-ray scanner.

I asked his name and he refused to tell me his name. Instead he asked for my name. I gave him my drivers license, which he looked at. THen he told me he was not going to tell me his name.

I asked another TSA person for his name, and she said it was (b)(6)
(b)(6) s his first name).

I'm not even sure if that is true, since he refused to tell me his full name, even though I asked if I didn't have the right to know his name.

He is a black male, shaved head (or very short hair), medium to heavy build, at least 5 foot 9.

I just re-read my incident report and find myself once again crying because of the abusive, embarrassing and demeaning experience I was subjected to.
As a former Peace Officer, I found your "pat-down" techniques are antiquated, abusive, slow, and ABSOLUTELY OFFENSIVE. I have been employed to search true criminals in my position of Peace Officer, and I never patted down a known-criminal as slowly as your TSA did. Your technique was so very slow, it actually crossed the border of "excessively slow", demonstrating your TSA was borderline pornographic touching. She lingered excessively at my frontal and back groin area. She also lingered excessively at my chest (boobs) area. It was very demeaning and disgusting.

I am a former Peace Officer with the State of California; I am a former Probation Officer with Tulare County, CA.; I was a Youth Counselor employed by the State Dept. of Corrections, Calif. Youth Authority, responsible for over-site of criminals aged 18 - 25 years old. I am exceptionally qualified in Law Enforcement Search and Seizure procedures, of which I found your TSA flunkies to be totally lacking.

How dare you insult my credible and ethical law enforcement background by subjecting me to this insulting and nonsensical search. If you really want to find criminals, get your "search" criteria in order!!!!
Instead, as a peace officer professional, you have upset me terribly. I find that I am now crying each time I review my complaint form. I am ashamed of calling myself an American Citizen based on your stupid/non-sensical/embarrassing/unacceptable/search criteria. How can you call yourselves true TSA agents if you are searching the absolute WRONG CRITERIA??? WHAT A JOKE YOU ARE AT TSA!!!

9/19/2013 6:05:01 PM

I expect an immediate response to my complaint.
I complied with every TSA screening process and I was found not to be in compliance.
Why do you now hold me responsible??

(b)(6)

----- Forwarded Message -----
From: (b)(6)
To: "HYPERLINK "mailto:TSA-CRL@tsa.dhs.gov"TSA-CRL@tsa.dhs.gov" <HYPERLINK "mailto:TSA-CRL@tsa.dhs.gov"TSA-CRL@tsa.dhs.gov>
Sent: Tuesday, September 17, 2013 9:15 PM
Subject: Civil Rights/Civil Liberties Complaint

Attached pls. find my complaint describing the most humiliating, embarrassing and demeaning experience in my life with TSA at LAX. I am still traumatized by this recent vacation travel experience, and find the policy posted on the TSA website vs. what happened to me to be polar opposites.

Feedback Type : Security Issue
Categories : Duration of Screening Process; Pat-down Current Date/Time : 9/20/2013 10:37:50 AM Airport : ORF - Norfolk International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

9/20/2013 12:09:38 PM

Comment : To the TSA and DHS,

your security is bullshit I really can't believe that we have to do all of this crap here I saw a guy get his hands inspected because of your stupid millimeter wave scanner thing. And apparently the overlapping layers on my shorts warrants a pat down. So disrespectfully I say to all of you, eat shit you worthless people.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment
Current Date/Time : 9/20/2013 10:31:59 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I sent an email the other day questioning under what authority TSA uses to do pat-down searches. I got a response, which looks pretty much like a standard response. I find it interesting that in your email the response stops in the 4th Amendment at the first group of commas of the amendment. There several key point to the amendment that you have left off. The 4th amendment has a "shall, "but" and several "and" in it which means it all has to go together, you don't get to stop where you want. It includes: shall not be violated, and no warrant issued, BUT upon probable cause, AND under oath or affirmation, AND where is searched, AND the person or things to be seized.

9/20/2013 12:09:39 PM So you are saying that the courts have said the safety of many outweigh the privacy of the one? Also, that because you have a sign that you are covered? I don't remember reading that in the 4th Amendment that it's ok as long as you have a sign.

Also, the other question I posed, that was not answered is: what determines who gets searched? Is it the whim of the agent? I have seen several cases where it looks like the agent only patted down middle aged men and attractive or overweight females. Is that covered by the sign also?
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller filled out a form at the airport regarding a complaint. He has called and left voicemail to the CSM. No one has called back. A complaint was done in July.

The passenger had previously filed a complaint regarding a patdown and there was follow-up feedback from the CSM. However, the passenger is not satisfied with the CSMs response and would like to send the complaint to someone else.

Original complaint: (b)(6)

9/20/2013 1:23:03 PM Caller flew from HOU on 07 08 13. He went through security at 5:10 p.m. He went through the AIT. Once he stepped through the AIT a TSO proceeded to give him a patdown without saying a word. He asked the TSO, What are you doing? two times. The TSO told him that he needed give him a patdown from an alarm on the AIT. He told the officer that he knows that a passenger is supposed to be asked before a patdown started. He asked the TSO who could handle this issue. He was abrasive and rude and told him to, go over there and talk to them. Then he walked away. At the same time all of his electronics are sitting on the conveyor belt where anyone can take them. The officers name is (b)(6) He got the name from his supervisor. The STSO gave him a complaint form to fill out. He stated that (b)(was one of his best TSO s. He is not worried about how the TSO normally does his job. His response should be geared toward resolving my issue with what just happened to me. The STSO said that someone will call him back within 24 to 48 hours. That has not happened. Who can he contact if he is not happy with the response from the CSM at HOU?

(b)(6)

Caller said he traveled a few months ago and got a thorough check and that TSA has unprofessional workers. He said they took him to another area and conducted an inappropriate Patdown. He asked if they molest you during the screening process. He said he is going to send trip an email next time before he flies east and if they try to molest him again he will refuse that. He asked if he was on a list and that he felt he was singled out.

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.

9/20/2013 3:53:50 PM

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

I advised him he can ask the officer at the checkpoint for a pass or supervisor for assistance at the checkpoint. I also advised he can have a friend or family member be with him during the Patdown.
Caller said about a month ago, he was traveling from LAX to Spokane, Washington. He had a carry-on bag and he noticed this TSA gentleman was handling bags roughly. He was throwing them on the conveyor belt. The caller said he was ushered through the security screening and he was given a patdown. The next thing he knew, his bag was grabbed off the conveyor belt and they started going through his stuff and started screening the bag at that point. They went through the bag and ripped it hard and the shoulder strap came off. The TSO admitted he did it and was very apologetic. The man gave the caller his name. It was STSO, (b)(6) The TSO gave him a claim number (b)(6) and said they would take care of it. The caller said he thought a claim was filed.

Response: (I went to Claims and entered (b)(6) The claim number did not exist). Also, advised the caller I will be sending you, by email, claim form SF95 and a cover letter. You should receive it within 24 hours. I do apologize for the damage to your bag and the inconvenience you have been caused. Complete the form and send to CMB. They will send you an acknowledgement and a claim number. Contact them in the future for questions concerning your claim.

9/20/2013 5:12:54 PM

Airport where the incident occurred: LAX
Airline they were flying with: Delta
Flight Numbers (departure times arrival times): 4856 Depart 8:10 p.m.
Date and Time of Incident: August 19th, 2013 Around 6:30 p.m.
Baggage Tag Claim Numbers (Look for Bar Code 10 Digits: numbers or letters: N A it was carry-on
Bag Description (color style size brand etc: Harken Brand, Waterproof backpack with roll top, Gray color
Was there an NOI?: N A
Anything on NOI: N A
Location of Incident Terminal or Gate: Term 5
Phone Number or Email: (b)(6)

The caller is trying to contact a complaint line. Every time he travels he is racially profiled at Denver, CO when he is departing. He flies 2-3 times per year. Monday, he went to NY and had special screening as he departed Denver. He had cologne on his hands that may have been flammable. He thinks he was racially profiled.

Call was transferred to MB.

9/20/2013 5:42:10 PM

The caller explained that he feels that he is racial profiled when passing through DEN. He indicated that in 2008 or 2009, he was identified for a pat down. When asked why, the TSO indicated that he had to check him for possession of weed.

The caller indicated that he is with the DEN Sheriff Office. Each time he passes through DEN he indicated that TSOs immediately exchange glances that indicate that he will require additional screening. The caller indicated that he has worked in security and can pick up on these exchanges. The caller indicates that he iis discriminated against based on his ethnicity and his age. He is 29.

I advised that TSA s Civil Rights can assist passengers who feel they have been discriminated against or profiled in the screening process. All civil rights complaints are required to be submitted in writing. I can email information on how to submit a formal complaint in writing and ordered the information to be emailed.

The caller flew from ORD on 9 19 13 with United flight 646F departing at 1pm from Gate C27. The flight was cancelled due to weather.

The incident occurred at 11:30am at the checkpoint in Terminal B, in the Premiere Lane.

The caller indicated that she has a right knee replacement and requests to be screened via a patdown. The caller waited to for a female TSO to come to her, and waved to the female TSO as she approached. The female TSO asked if the caller was waving at her in a hateful tone. The caller advised that she was.

The TSO advised that she follow her. The TSO did not ask if she would like private screening initially, but did ask. The caller opted for a private screening.

The caller indicated that the TSO s tone was rough and crass in her direction. The caller cited as the TSO as aggressive.

The female TSO complained three times to the other female agent in the room and to the caller that the room was too small.

The caller indicated that the other female TSO in the room was intimidated and acted submissively toward the female TSO.

9/21/2013 12:57:10 PM

The female TSO asked the caller to raise her arms in the air with her palms up twice, so the caller did so twice.

The caller indicated that her back was to the TSO.

The female TSO loudly asked if she was making fun of her. The caller indicated that she was not and then politely asked for a manager and the other agent nodded in the positive. After the caller s request the female became quieter and her demeanor became more polite, less aggressive, she lowered the volume of her voice.

The caller spoke with the manager, (b)(6) (30s, heavyset, Hispanic or Caucasion, dark curly hair, brown eyes 5 11 or 6ft tall, mustache or small beard) and provided her provided her with a yellow customer comment card.

The caller would like to request that her complaint be indicated in the female TSOs personnel file, but would not like for her identity to not be shared with the employee to maintain her privacy.

The caller explained that she is a former regional HR director for a federal government agency and held a security clearance and is always concerned when she sees poor employees selected and allowed to run amock.

She has been a manager since 1992, and is always concerned if staff is ill managed and poor behavior isn t addressed

The caller believes that the female TSO s first name is (b)(6) She described her as Caucasion or Hispanic, dark brown hair, dark brown eyes, in her 40s, overweight, and between 5 6 or 7.

Caller said every time she flies through DTW, she gets a patdown of some part of her body and sometimes they do not tell her it is about to happen. Today she flew through Reagan National and the same thing happened. She wanted to know what would cause it and if there is a procedure she needs to know about or if there is something she is doing to cause it. She does not have metal implants.

I told her I do not know specifically what is causing it, but i could be something on her clothing. She may ask to speak to a supervisor or just ask the TSO what caused it. She said she has asked why she is getting the extra screening, but no one gives her an answer.

9/21/2013 1:54:48 PM

I told her she could also apply for redress since she is consistently selected for expedited screening. Travelers may apply for DHS redress online at https: trip.dhs.gov . Her name may be similar to someone else s. She said that that could be the problem because when there is no space and the R in her last name is not captialized, she does get additional screening. She took the website address but said she would make sure her name is entered correctly.

She asked if she could apply to go through the expedited line, if that would help. I told her she could if she wanted.

Currently, TSA Pre\u2713™ is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in. Once a passenger opts-in, the airline identifies the individual as a TSA Pre\u2713™ participant when submitting a passenger's reservation information to TSA.

For CBP Trusted Traveler program participants, travelers should enter the PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA Pre\u2713™ benefits.

9/21/2013 4:15:14 PM

Caller would like to file a complaint about the screening process at the Salt Lake City Airport. He said he arrived at the check in line and it was long so they went to the back of the line. When they got to the roped off area, the agent said it would be approximately 10 minutes more. When they got to the machine where you take off your shoes, a female agent there handed him his wallet back. Then he said it has a metal clip in it. She said you can keep it. Then he got into the AIT machine and when he stepped out, the agent on the other side pulled him to the side and asked if he had anything in his pocket. He said yes my wallet. Then the agent asked why. He said the female agent gave it back to me. Then the agent on the other side asked him to hand the wallet to him, which he did. He said he would need to give the caller a patdown on his buttocks with the back of his hand. And that s what he did. Then he told the caller to turn around and stick your hands up and out in front of him.
That s what the caller did . The female agent wiped the caller s hands with some type of dry wipe and they told him they were checking for some type of explosives. As this was going on, other people were going through the security line. The agent that had patted him down was still holding the wallet. Then the female agent said he would need to be additional screened. Then the man holding the wallet stopped the line and he called for a supervisor or a special agent 3 or 4 times. He never got a response so instead the agent in the next line came over and then the supervisor did come there. Then they took the caller into a side room and they closed the door. The agent explained he would need to do a more thorough patdown and explained about the back of the hand. He said he would run his hands in his waistline and up and down his leg until he met resistance. The caller said he did that. Then he turned around and did a patdown on his back, waistline and buttocks. The caller put his arms down and he was told that they would check his front. Then the agent went up inside his thighs, and the caller said he went further than when he met resistance. Then he went to the front and rubbed his hands across the front of his crotch and then across his genitals three times vertically and then horizontally. The caller said it was very strongly done. Then they went outside in the room and they searched his carry on and wallet. The other agent went through is stuff and it was not that thorough, but the agent rummaged through his bag. He said he would have to check his hands for explosives. Then they said he could leave.

Response: Advised the caller I do apologize for your bad experience. I will be sending your complaint to the CSM at the Salt Lake City Airport. Thank you for letting us know about the incident.

Airport where the incident occurred: Salt Lake International
Airline they were flying with: Delta
Flight Numbers (departure times arrival times): 1882 Depart 3:15 p.m. (MT)
Date and Time of Incident (Check-In): September 20th, 2013 Time 12:40 p.m. (MT) Approximately
Location of Incident Terminal or Gate: Terminal D Gate 10
Phone Number or Email: (b)(6)

9/21/2013 5:15:08 PM

To whom it may concern,

Per the instructions at http://www.tsa.gov/traveler-information/transgender-travelers, I wished to submit a concern about a recent interaction at Dallas-Love Field.

On September 20, 2013, I was travelling from Dallas-Love Field, to Seattle. I am a transgendered woman, and was presenting with a female gender identity (though my identification and ticket had my male name on them due to complications in the name/sex change process in my home state).

During security screening, two incidents occurred which concern me.

First, I was subjected to enhanced screening and patdown of my upper back due to an "anomaly on my upper back." This turned out to be my bra. I didn't see non-transwomen's bras checked, so it seemed like my bra was only searched because I am trans*.

Secondly, according to TSA's transgender guidelines: http://www.tsa.gov/traveler-information/transgender-travelers, if I am searched, I am entitled to be searched by an officer of the gender I am presenting. Even though I was wearing female clothing, nail polish, earrings, and have breasts, the officers defaulted to having me searched by a male, and only allowed a female to search me after I insisted twice on the right to be searched by a female officer.

I am concerned that the search policy at Dallas-Love Field may be discriminatory in practice or effect, by allowing women with female genitalia to pass without being subjected to additional screening, while women with male genitalia may be deemed suspicious for merely wearing a bra.

I am also concerned TSA officers at Love-Field may not be adequately trained as to the TSA's policy on transgender searches. Had I not asserted my right to a female officer, I suspect I would have been patted down by a male. I suspect many transwomen would not be as aware of their rights and would have submitted to the search.

Because I, like many trans-women, suffer from PTSD from sexual assault, non-consensual contact with a man would have been highly traumatic. The fact that I was subjected to heightened screening and nearly had a male officer frisk me was still quite unpleasant. I hope TSA may consider additional training at Love Field, as it is a common destination for transgender individuals due to it's proximity to e3000, a transgender electrolysis clinic.

Thank you for your time and considering my concerns.

(b)(6)

The caller wants to file a complaint on a screener that injured him during a patdown. Caller stated the officers name is (b)(6) at the Anchorage airport. (b)(6) stated the officer was very, directive, and rough. (b)(6) asked the officer to be a little more gentle with him. (b)(6) stated he did opt out of AIT for a patdown, he waited 5 minutes for someone. Caller stated that the officer was pressing against him really hard during the patdown and slid his hand up his butt crack and took his thumb and pressed hard on a vein in that area hurting him. He also squeezed his heel very roughly hurting his ankle. (b)(6) also spoke with a supervisor he believes his last name was (b)(6) Caller stated his groin area is still hurting from this incident.

9/22/2013 2:20:50 PM

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

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

The caller stated that he opted out of the AIT machine like he always does, but this time, the officer became verbally abusive. The officer patted him down and pushed against him so hard it was hurting him. The caller stated that the officer squeezed his tendons and when he was suppose to stop where he meets resistance, he pushed really hard up his backside. The officer was being very rude the whole time. When the officer started to pat down the front, he pushed into his groin really hard. When the caller requested to speak to a supervisor, the supervisor was dismissive. The caller stated multiple times that the officer hurt him. The caller stated he is still hurting as we speak. The caller stated that the officer should not be around people nor should he be so hard on people when they get a pat down. The caller showed his wife the amount of pressure the officer used to pat him down and he knocked her over. The caller stated that this is an assault and if the officer was a normal person he would have called the police. He stated that he has dealt with really nice people with TSA and has never had an issue until today.

Response:

9/22/2013 2:45:27 PM

Airport: Ted Stevens Anchorage
Airline: Alaska
Flight Number: 140
Departure Time: Today 09-22-13 at 10:00 am
Arrival Airport and Time: Portland at 4:20 pm
Location: Checkpoint
Gate: C
Contact Information:
bluehi (b)(6)

The officers name is (b)(6)

Response:

Name: (b)(6)
Phone:

Advised the caller that his information will be sent to the Customer Support Manager there at Anchorage

9/22/2013 6:10:19 PM

To whom it may concern,
I am a Us Airways flight attendant who was traveling with my infant Thursday September 19th out of PHX Sky Harbor Airport. Security screening occurred at "A" security checkpoint. When passing through the metal detector I set off the alarm. It apparently was of interest since I had 5 agents standing around me telling me different things to do. That was unnecessary as well as confusing. I was set aside for personal screening. The female agent who was performing it asked me to hold my daughter out at arms length. I did so. She started searching my child until a nearby male agent informed her that children under 12 years of age were not to be screened. I am that outraged that my 5 month old child had to endure a "pat down". How could this female TSA agent lack this pertinent information? No apology was even offered for the offense. After the screening on me began, she then asked if I would like it to be private. This is something that I should have been asked BEFORE it began. My belongings were throughly inspected and tested as was I. No metal items were found as it was my underwire bra that set off the alarm. Perhaps the sensors were set too sensitively. I was informed that I was "cleared to go". Before I even moved, the same male agent very loudly announced that a phone call had to be made for me to be cleared and I was to stay where I was. He turned and walked away. I waited five minutes. No word about my clearing. I waited ten minutes. I inquired to the female agents who were aside me. "The supervisor needs to called. It'll only take a minute." I was told. I asked why since I had been cleared. "It's because you alarmed with a baby" was her reply. I do not understand this. I was searched and so was my child. What about this raises a flag? This phone call matter took more than 15 minutes.
As a flight attendant my background is consistently checked. I am also trained in security. I am very aware of policies and procedures by the screening process as I encounter them weekly while at work. I am shocked and appalled at this situation. My daughter and I should have been treated with respect. It concerns me that your agents have not been fully armed with knowledge and perhaps poorly trained. I would like an explanation and an apology for this fiasco. I would also like the female agent who preformed my screening to have this discrepancy on her file. She should receive the proper training so that she may become a proper asset in keeping airports and this country safe.
I look forward to hearing for you.
Sincerely,
(b)(6)

HYPERLINK (b)(6)

9/22/2013 7:09:00 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/22/2013 6:06:37 PM Airport : PHL - Philadelphia International Date/Time of Travel : 09/22/2013 6:15 PM Airline & Flight Number : us airways flight 1886 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : my pregnant wife was traveling with our 11 month old son. she told TSA officer that she was bringing baby food and water for formula for the flight. The officer asked my wife to surrender an extra few bottles of water as she thought it was not necessary for the duration of that flight. She then proceeded to open every packet of food for my son which would then make the useless since it needs to be refrigerated within 1 hour. when my wife questioned this she was told that if they didn't get to open the bag of food she would be subject to a pat down.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

9/23/2013 8:33:56 AM

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 9/22/2013 11:26:19 PM Airport : CMH - Port Columbus International Date/Time of Travel : 09/22/2013 9:15 AM Airline & Flight Number : Southwest Flt 683 Checkpoint/Area of Airport : "A" Terminal TSA Employee: (If Known) : (b)(6) Comment : Please allow me to first state that I'm no stranger to the importance of thorough screening and security. I work as a pilot for an airline, I'm based in CMH, and I go through screening checkpoints all over the country, every single work day.

I was going through the checkpoint this morning at just about 0805 (for the purposes of video review, I'm a black male, 5'9", bald,mustache, wearing gray slacks and a green shirt). Of course, they were making everybody go through the full-body scanner, and not being very vocal about having the option to not do so. After putting my belongings on the conveyer, I told one of the screeners that I was a male opt-out. I waited until I was led through the checkpoint, and follwed the screener to the belt to gather up my belongings. As we were gathering my things, I informed the screener that I wanted a private screening. One particular screener (he was standing in the middle, between the two lines), shook his head, and made a face as if he couldn't believe that somebody would ask for a private screening.

I said that I was sorry if it took more people, but that if I had the option for a private screening (which I know that I did), that's what I wanted. That's when (b)(6) came over, and said, "I'll go with you to do it", with quite a bit of attitude.

So, as we were walking into the private screening room, (b)(6) made sure to ask me, "Yeah, this is real funny, isn't it?". I couldn't believe that he had the nerve to ask me that. So, I just said, "Well, it's getting to be to me". His follow-up: "Yeah, that's right . . . it's all about you". At this point, I was downright angry.

I said nothing else, completed my private pat down, and then went to the woman that seemed to be the supervisor. I asked for a TSA complaint card, and she proceeded to try to talk me out of filling out the complain card, and just tell her what happened. I told her what happened, but still wanted to card. She also looked down at my crew badge (I was out of uniform, but wearing my badge to jumpseat), and insisted on knowing what airline I worked for. In reality, my employer has NOTHING to do with it, because I was traveling OFF-DUTY. I felt as if she were trying to intimidate me the entire time.

You know, I don't expect any special treatment when I travel. I expect to be screened just like everybody else, and I expect the same rights as everybody else. But, for those screeners to behave like I'm doing them an inconvenience - well, that is simply unacceptable. And, it happens all too often to me in Columbus.

How long does this have to go on?

Thank you so much for taking the time to read 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

9/23/2013 11:30:18 AM

Caller stated that he was going through BWI yesterday. He went through the scanner fine and was told to step over to the side. He stated that when he did, the TSO treated him like he was a criminal. He wanted him to empty his pockets, which only had the ticket and some money in it. He then did a patdown. There was a lady behind him, and he said she looked at him like she was sorry that he would have to go through that. He isn t sure if it was his zipper or the implants he has in his mouth. He feels like he was being rude to him, and it was not a favorable experience.

Flight details below:
Airport: BWI
Airline: Southwest
Flight #: 482
Departure Date: 9-22-13
Departure Time: 3:20 p.m.
Went through security: 2:00 p.m.
Gate Terminal: B14
He was white, approximately mid-40s to 50 years old.

Advised Caller:
I told him there s no way for me to tell him why he had to undergo a patdown, and even with the expedited screening he should receive for being over 75, if any anomoly appears on the screen, they would have to do a patdown to clear the anomoly. I told him that it s possible it could ve been the items left in his pockets, but there is no way for me to tell him that for sure. I told him that I could get his information and send it to the CSM at that airport, and they could review it, and contact him from that point if there was anything further they needed to do or know.

Disability Description: The caller has a wound on his leg in a bandage to keep the infection out and uses a cane.

Response Details: I apologize that you had a bad experience at checkpoint.

There is not limit on carrying cash but the officers may question it if they believe it is from an illegal activity.

I can send a claim form to you to complete for compensation on the lost items. This will be investigated.

The AIT does not actually look for metal so other types of things can alarm it.

I offered to go over the information about filing a complaint by email, mail, or both. The caller asked that I send it to him so he could have it in writing.

I will forward this information about the complaint to the appropriate place. However, you should also be sure to send it in writing for it to be considered complete. That can be sent by mail or email.

You can ask for a PSS at the checkpoint in the future, they are there and trained to assist passengers with disabilities or medical conditions go through the screening checkpoint.

9/23/2013 12:05:37 PM

Incident Details: The caller has a complaint. He flew out of ORD on Friday. They had a delay going through because they were carrying a piece of cheese. The TSO was unsure of what it was so it took longer for them to process it because it was a well wrapped square block. He also had to carry a bag of medical supplies and had no problem at ORD with those supplies.

However, he had an issue with the medical supplies at PHX. He had a quart bottle of liquid wound cleaner, he had a bottle of 90% spray alcohol, sterile water and a bottle of a drying agent that was also a spray. He walks with a cane and is not very steady yet because he just changed from a walker. At PHX they asked if they had anything and he told them about a laptop and iPad. They had about 8 bins when they finally put their items through on the belt. They would not allow him to take a cane in the AIT at all. He got in there and asked for his cane to help him get out but the officer would not give it to him. He tripped out of the AIT and another agent caught him. He alarmed the AIT so he had to have some additional screening as well. He told the officer that he has medical supplies and to feel free to go through it to check. The TSO said she had to open the alcohol to check the liquid, they also had to open the sterile water and his other items. He told them that opening the bottle would make it no good because it was contaminated. They did this to all of the sterile liquids causing air to get inside. He also has Lotramen that he uses as a drying agent. He told them that they could spray it but they would not do that. He also had a bottle of antibacterial soap that was over the 3.4 ounces and they said that he could not take that, he also had ointments and other dry supplies. He had an infection that he was able to get rid of and was nervous about not having the items be completely sterile to use.

The lady threw his things back in the bag when she was finished and he told her that he would appreciate if she put the items back in neatly. When he got to the plane he realized that his alcohol had spilled all over his medical items in the bag. The lid was not put back on correctly and when she threw it in the bag it spilled on everything causing the bag to smell strongly like alcohol.

He was carrying $8,000 and when asked he said it was none of their business, which was apparently a red flag. He does not think that it should be a problem that he carry that.

TSA Contact Center:

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

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Saturday, September 21, 2013 12:56 PM
To: CRCL
Subject: Fly Rights - New Report from Chuck Newnham

9/23/2013 12:12:23 PM

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

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

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

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 9/23/2013 11:43:33 AM Airport : RIC - Richmond International Date/Time of Travel : 09/23/2013 11:15 AM Airline & Flight Number : Jet Blue 1145 Checkpoint/Area of Airport : Security Checkpoint TSA Employee: (If Known) :
Multiple Comment : This airport utilizes poor security equipment. Apparently, the equipment is "too sensitive" according to TSA employees working the equipment. For some reason, the machine showed a "block" of some sort when I went through the let me see you naked machine. I went back through and there was no "block". Then the ignorant TSA employees didn't know exactly what to do. One just let me go and then another said I had to be patted down to make sure that I was not carrying anything illegal. Nobody could tell me what I had done wrong. Oh, no wonder, I had done nothing wrong. All I could learn is that the equipment indicated something. Well, if I had an less on, I would be walking through the airport naked. Obviously, I had nothing wrong except having to endure a moronic organization, TSA, that seems to thrive on violating citizens rights. It is not my problem that your equipment does not work properly. Of course, your first question is "did it just happen to me or did it happen to others as well." Well, of course, it happened to others. So, what does TSA do? Just keep on violating people as they go through the security check point. The employee who did the pat down was as nice as he could be. The supervisor I talked with when I complained could have cared less about my situation. Her sorry ass attitude was simply "let me give you this form so you will go away". I am a law abiding citizen who has never so much as received a traffic ticket. I had a 35 year career in public safety with zero problems. I also have zero tolerance for ignorant agencies such as TSA, who cannot seem to ever get things right. Get your equipment fixed so it works right. Stop making a mockery of the citizens who are simply trying to get from one place to the other. No wonder that agency receives so many complaints.

9/23/2013 12:13:04 PM

I expect to receive a personal mail response that addresses what you plan to do about fixing the equipment at RIC so that it is not so "overly sensitive". As you can tell, I am furious about the way I was treated in this process. You continually violate the rights of citizens who have done nothing wrong. There is no probable cause. And, oh, save your breath about telling me how you are trying to make travel safe. We both know that is a joke....
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

9/23/2013 12:45:19 PM	Caller wants to know what TPA screening process is because she has been boycotting ever since TSA has had so many scandals and she saw so much on the internet, such as removing babies diapers,separating from parents, etc.? Considering flying again.and has a newborn daughter, 4 months old who will be in a carrier. Are they still patting everyone down and do they still have to remove shoes, etc.? Response: WTMD, AIT and Patdowns are 3 methods of screening. Advised caller she will remove the child from the carrier and carry it through the WTMD, any carriers, strollers, etc. will go through X-Ray machine. Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even a baby must be individually screened, however, it is Transportation Security Administration (TSA) policy that passengers will not be separated from their children. Advised she is allowed to have more than 3.4 ozs. of milk, formula, etc. for the child. Advised patdowns are performed to resolve alarms, anomalies from the AIT, etc. AIT is a voluntary screening method to the WTMD, if directed can opt out but must have patdown to complete screening process. Shoes must be removed unless there is a medical condition that prevents a passenger being able to remove.
9/23/2013 2:02:55 PM	Feedback Type : Complaint Categories : Screening Current Date/Time : 9/23/2013 1:36:39 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 09/19/2013 7:30 PM Airline & Flight Number : AirTran 213 Checkpoint/Area of Airport : North Security TSA Employee: (If Known) : NA Comment : The pat down procedure was more invasive than I have ever experienced. It felt as if the TSA agent was groping me. I travel almost 2 times a week through airports and regularly Opt Out of the AIT screening so I am very familiar with the pat down process. I have never before felt as if the agent was intentionally touching my body/skin as opposed to looking or feeling for something concealed. I reported my experience to a supervisor at the security checkpoint. He told me he wants his agents to get as close to my skin as possible. The closer to my skin the better. He did not see how this pat down may have been excessive. He also did not really want to address my concerns. He basically handed me a card and said fill it out and send it in. I was very upset by the whole process. Very unprofessional during the pat down and the supervisor was also unprofessional. Would you like a response? : False Passenger's Name : Phone Number : Email : To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager
9/23/2013 2:02:55 PM	Feedback Type : Complaint Categories : Screening Current Date/Time : 9/23/2013 1:36:39 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 09/19/2013 7:30 PM Airline & Flight Number : AirTran 213 Checkpoint/Area of Airport : North Security TSA Employee: (If Known) : NA Comment : The pat down procedure was more invasive than I have ever experienced. It felt as if the TSA agent was groping me. I travel almost 2 times a week through airports and regularly Opt Out of the AIT screening so I am very familiar with the pat down process. I have never before felt as if the agent was intentionally touching my body/skin as opposed to looking or feeling for something concealed. I reported my experience to a supervisor at the security checkpoint. He told me he wants his agents to get as close to my skin as possible. The closer to my skin the better. He did not see how this pat down may have been excessive. He also did not really want to address my concerns. He basically handed me a card and said fill it out and send it in. I was very upset by the whole process. Very unprofessional during the pat down and the supervisor was also unprofessional. Would you like a response? : False Passenger's Name : Phone Number : Email : To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

9/23/2013 4:16:47 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 9/23/2013 3:51:39 PM Airport : SMF - Sacramento International Date/Time of Travel : 09/22/2013 7:15 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal B
TSA Employee: (If Known) :
Comment : During my recent security screening I was incorrectly informed that it was safe to expose my insulin pump to the body imaging scanner. While this may be true of some devices, it is not true of mine. The manufacturer of my insulin pump tells me:

"Your pump should not go through the X-ray screening that is used for carry-on or checked luggage. The new airport screening, Whole Body Imaging Technology, is also a form of X-ray. If you are chosen to go through this form of screening, you will need to disconnect from the pump at your skin site prior to the scan and request alternate methods of screening the pump other than using X-ray."(b)(6)

The TSA website incorrectly states: "Passengers who have insulin pumps can be screened using imaging technology, metal detector, or a thorough patdown." (ref: http://www.tsa.gov/traveler-information/passengers-diabetes).

While I have no issues with metal detectors, or receiving pat down security checks in lieu of body scans, I do have concerns over TSA personnel advising diabetics incorrectly that the body image scanners are 'safe' for their devices without any knowledge of the particular medical device.

After informing the TSA personnel that I had a medical device that could not go through the body scanner I was told that I was incorrect and that it was safe to go through because 'everyone else does it'. This is unacceptable. After persisting I eventually received a pat-down with no issue, however the TSA personnel seemed quite annoyed.

I'm disappointed with the lack of professional courtesy and respect that I received and I hope the TSA will improve its employee training and guidiance to ensure the advice and direction they provide is safe and accurate.

These are expensive, sensitive medical devices that need to be thoroughly tested to ensure various scanners do not cause short or long term damage to their functionality, and that needs to come from the manufacturer. I recommend annotating your traveller guidance to have people consult their device manufacturer for specific guidance regarding what scanning machines are safe for exposure.

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

9/23/2013 6:24:53 PM

Feedback Type : Complaint
Categories : Missing or Damaged Items; Professionalism/Customer Service Current Date/Time : 9/23/2013 5:51:32 PM Airport : IND - Indianapolis International Date/Time of Travel : 09/23/2013 5:45 AM Airline & Flight Number : us airways 558
Checkpoint/Area of Airport : security/checkpoint TSA Employee: (If Known) (b)(6) Comment : Officer AMAH was extremely rude. When taken over for a pat-down/screening, I told the officer that I had been through this before and she can go ahead and start. She proceeded to give me looks and told me it was for my safety that the explain to me what was going to happen.

"For my safety"? Really? You telling me you're going to touch me is for my safety? Isn't that what a security checkpoint in for?

She then continued to give me looks and stood there, not beginning the pat down. After a minute, she asked if I wanted another officer. I said yes, if she wasn't going to start. But I never got another officer.

As other people were taking their bags off the belt, I told Officer (b)(6) that somebody could be going through my bags, and that I couldn't see all of my belongings. Officer (b)(6) then sluggishly walked over, threw two of my bins together, both containing a computer and sunglasses, on top of each other, then throwing my garment bags on top of each other. She had little care for my belongings. My sunglasses are now fractured, requiring me to purchase a new pair. I'm assuming TSA will pay for a new pair since it was your officer who had little regard for my things.

After 2 more minutes of Officer (b)(6) sluggishly asking another TSA officer to watch the screening, I finally got my pat down.

Poor professionalism. Poor quality. Poor customer service. Poor attitude. Little regard for passengers belongings.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: (b)(6)
Sent: Monday, September 23, 2013 4:07 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP: (b)(6)
Date Time: 9/23/2013 4:06:56 PM

9/23/2013 6:25:12 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Medical Advice Training

Comments:

I recently went thru DFW and SLC security and I would like to address the need for some extra training for your TSA Agents. At both airports I gave the agents my blue card from the TSA website that details my medical devices and then asked for a

9/24/2013 8:23:19 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/23/2013 10:44:07 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/23/2013 7:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : checkpoint to gate 23 TSA Employee: (If Known) : female Comment : When going through the screening station prior to entering the gate lounges, my partner requested a pat down due to being pregnant. The female officer refused, saying she had to go through ¨her¨ machine. When my partner insisted the officer allowed her to go through the metal detector machine instead of the micro scanner machine. My partner has had no problems when requesting a pat down in several other airports, both in the us and other countries, and we were shocked at the officers rude manner.
Please make sure, that your officers know the "rules" of the security-procedure and act along these rules and are aware of the alternatives in special situations like a pregnancy and also respect the passengers wishes to use these alternatives!
Would you like a response? : True
Passenger's Name (b)(6) (Husband) Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller s daughter is in TPA. She is pregnant and had asked for a patdown. She had to wait so long for a patdown that she missed her flight. Caller told the screener what time her flight departed, but still did not get the patdown in time even though she had arrived over an hour prior to her flight time. Caller said he knows TSA has a job to do, but there has to be some common sense used. He does not know if she asked to speak to a supervisor, but he does not think she should have had to after she told them what time her flight leaves. Caller was very upset.

9/24/2013 9:23:38 AM

Airplane: TPA to Providence, RI
Airline: Southwest
Flight Number: He does not know
Date and Time: September 24 around 6 or 6:30 possibly
Location: He thinks she went through the main one.

I apologized to the caller and told him I would send this to the CSM for review.

Caller called last week about getting a disability specialist for her son who has autism. She said that she was told that someone would contact her within 72 hours. They will be flying tomorrow and no one has called her. She said that her son will have difficulty waiting in line. She said that she was told on her last call that he can get a modified patdown and will not be separated from her. She wanted to know who she should ask to request a passenger support specialist.

9/24/2013 9:45:24 AM

I gave the following information: Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less. Passengers may ask to be directed to one of these lanes when checking in with their airline or once they have reached the line used by general passengers. Use of these lanes is not limited to individuals who have physical disabilities. Passengers with cognitive and psychological disabilities who have difficulty waiting in lines also are allowed to use these lanes.

If an airport or checkpoint does not have a lane set aside for passengers with disabilities or families, or a passenger does not want to use that lane, any passenger who has difficulty standing may request to move to the front of any line and be accompanied by his or her traveling companions. This request may be made for any disability or medical condition that makes waiting and standing difficult, including cognitive and psychological conditions.

Passengers should inform the personnel overseeing the checkpoint line that they have difficulty standing or waiting in line due to a disability or medical condition before entering the line.
I told her that she would not be contacted unless there is additional information required. I told her that she can request a patdown for her son and she will not be separated from her child. I advised her that her request for assistance was submitted and she may be met and assisted. I told her that she can ask for a passenger support specialist at the checkpoint.

Caller said that last Wednesday, 09.18.13, a TSO at DTW took her license for approximately 40 minutes after she had already shown them. She said he had no right to do that and she always feels singled out for scrutiny and it s harassment. Every time she goes through screening a female TSO will take gloves and press on her shirt and mess it up checking for residue. She said she would like to know why the TSO took her license for about 40 minutes. She can t remember the time but it was early in the morning for a Southwest Airlines flight when TSA first started checking people in. The TSO told her she always had other options for transportation if she would prefer. She didn t like the comment and wanted to make a complaint.

9/24/2013 10:36:25 AM

I apologized for her alleged experience and advised her I can forward her complaint to the CSM for review. I asked her if there was a specific reason she felt discriminated against; she said no just that it happens every time she flies out of DTW. I confirmed the complaint with her and asked if she knew when the TSO pressed on her shirt checking for residue were they conducting an ETD or doing a pat down. She stated she would like to contact the CSM herself because she never gave me that information and I was making it up. I gave her options on how to do that through the IVR and she declined and said I could contact them for her.

I told her it was procedure that a TSO could ask for her ID even after showing it a first time but I wasn t sure why they would need to keep them 40 minutes but I can have the CSM review that for her. She then said it wasn t 40 minutes but instead a long time.

Caller flew September 20 at 6pm at Dulles. The TSO was very rude. It wasn t just an attitude, it was her words as well. Caller regularly gets patdowns. Female TSO (b)(6) was chewing gum loudly. She mumbled her words. She stated the procedure the caller should do. TSO asked, Do you have a problem with me? Caller said, No. TSO said, You look like you have a real attitude. Caller had been looking out in the distance. Caller said the TSO was very thuggish and confrontational. As she walked away, caller asked another TSO who to talk to about a complaint.

What kind of people is TSA hiring? There was no professionalism. Their demeanor was bad. Their behaviour was threatening. If she had responded in the same tone, there would have been a big problem.

9/24/2013 11:34:52 AM

Caller will not be able to read any emails or speak to someone for another week. She does not check her email consistently so she prefers to be called. In the past, the caller said, she had been treated professionally, the people doing her patdowns have always been very respectful. She believes this TSO needs more training. Someone working for TSA should be able to speak clearly and be able to deal with many different types of people.

Airport: Dulles
Airline: United
Flight Number: She does not know
Date and Time: September 20 at 6pm
Location: Gate C 26

I apologized to the caller, thanked her for letting us know her experience. She asked if someone would contact her back. I told her that once I send this to the CSM it is up to them to decide what to do, but that the situation will be looked into.

9/24/2013 12:22:19 PM

On Friday morning at 0500 on September 20th 2013 I was trying to clear the Security Screening checkpoint on my way to catch my flight to Denver with an 0540. I was traveling in my United Airlines Uniform. I had misplaced my ID but I was in possession of a printed meter that is in lieu of my ID that had been supplied to me from our Corporate Security Office. I was also in possession of a Positive Space ticket to Denver that I had printed out at one of United Airlines kiosks.
I was turned away by a AirServe person who told me I needed to get some sort of form from the ticket counter before entering security. I knew this was wrong as I told her I already HAD the meter that she was referring to. I went to another line and was also questioned by a female named Shawdee who was checking ID's against Boarding passes. She was confused because I was in Uniform. Pilots in uniform normally go through Known Crew Member. I explained that since my ID was being replaced I was not able to clear known crew member and was therefore trying to clear security to make my flight to Denver where an Airbus A320 awaited me for my next assignment. She was confused and called for a CSS.
Ivan the CSS arrived and I showed him my Deadhead Ticket, my passport and my printed meter in lieu of my airline ID. He He He stated that the meter did not mean anything and I would have to clear security as everyone else which I said was fine with me. I just needed to get to my flight in order to avoid a delay or cancellation in Denver.
As I was waiting to go through the body scanner TSA Screener (b)(6) approached me. I asked her if she was a CSS. She did not answer but I gave her my printed meter and asked her if she recognized that. She accompanied me through security while reading the meter and then after I was through she spoke to Ivan again. Then informed me they were going to do a pat down and a bag search! I was patted down by a male TSA screener and then (b)(6) took 15 minutes searching my bags and swabbing various individual items such as my athletic shoes, shaving kit, computer, cellular phone and other items with an explosives detection swab and running them through a detector. Removing everything from my lap to and overnight bag and inspecting each item. Then when she put the items back she made sure to SMASH a sandwich I had brought with me by placing it at the BOTTOM of my my laptop back and shoving the laptop down on top of it.
of it. I finally left security and made it to my aircraft at gate 80 literally as the cabin door was being closed!! I was 15 seconds from missing my flight causing an unpredictable disruption of my airlines schedule at down stations because of my absence to be in position to fly my flight! It would have cost my company TENS OF THOUSANDS of dollars as they would have had to reroute people on other airlines or put them up in hotels!!!!!!

This is a clear case of harassment and wreaks of disrespect and the attitude of cynicism, contempt and scorn I have unfortunately had to endure since MY friends and coworkers were murdered on 9/11. I WAS a personal friend of (b)(6) who's aircraft was crashed in Pennsylvania!

I have written my congressman as well and demand that this type of mistreatment stop in the future. The people who are responsible for this harassment should be at a minimum counseled and instructed as to when it is appropriate to bag search a crew member in uniform and then asked to explain WHY, when I made it clear I was going to miss my flight, that the screeners actually SLOWED down the process and took longer than anytime I have EVER seen to explore my bags and make sure they PUNISHED me!!!!!!!

9/24/2013 12:22:41 PM

Good morning,

Today I went through TSA screening at the Wichita airport (ICT). It was not a pleasant experience. I emptied all my pockets, removed my belt, sent everything through the xray machine. I proceeded through the walk-through detector and set it off. The TSA rep told me to go back, take my shoes off and come through again. First, I'm 75...I asked why I needed to take off my shoes. He replied that I was to be patted down, so I must take my shoes off. I explained I had a metal knee, but that didn't phase him. I was not wanded. I had difficulty removing my shoes, but followed the instruction. I waited several minutes for another agent to come over and initiate the pat-down. Not a particularly pleasant process. All the while my bags were at the end of the xray line where anyone so disposed to steal my "stuff".

What a stupid, unnecessary process. The agents were "acting" polite but I suspect they just take joy in inconveniencing some travelers. I didn't observe anyone else getting patted down while I was there...just me. I am not happy about this process or they way it was implemented at ICT. This Vietnam Vet is very upset with the process at ICT.

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 9/24/2013 2:55:53 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 09/23/2013 2:00 PM Airline & Flight Number : Aer Lingus FL 123 from Dublin, United to Indianapolis FL 3500 Checkpoint/Area of Airport : security check going from international to domestic TSA Employee: (If Known) : One unknown man, the other was a lady with the last name of Wheeler Comment : As we were proceeding through this line, a gentleman who works for TSA was telling everyone in a very nasty tone to pay attention to the signs! He then yelled at people to stay back until they were told to proceed to (b)(6) who was checking boarding passes) and to READ the signs posted. Two gentlemen in line from another country proceeded farther to (b)(6) than they should have before it was their turn. I did not notice that either one of the gentlemen said anything to the TSA worker when they were told to get back and READ the sign as to when to proceed, but this TSA worker said to the one gentlemen if he didn't like it he would send him to the back of the line! This TSA worker then said something to (b)(6) indicating that he could handle these people and she said she would welcome his help and they both chuckled. I told (b)(6) (when it was my turn, and I certainly stayed back until I was called), that the TSA worker was rude and she said "oh, you think he was rude"? She checked my boarding pass and I did somewhat grab the boarding pass back from her which I should not have done. She then said to me that I didn't need to be mad at her. I did apologize to her as this was wrong of me.

I have no problem with the security that I have to go through to ensure my safety and the safety for everyone else, but I do NOT appreciate being talked down to and talked to rudely and made to feel like an idiot. Not only was the TSA worker and (b)(6) (b)(6) rude to me, they were a very poor reflection on people entering the USA from another country.

9/24/2013 4:14:32 PM

I had a knee replacement in July and, of course, I set off the detectors. I told (b)(6) who by then was at the detectors and not at the boarding pass check-in area any longer)that I had a knee replacement. I had no problem with her at this point and she told me to step to the side, which I did with no problem to wait for a pat down. Another very nice lady patted me down and described to me what she was doing as she was patting me down. I also have no problem with this procedure and the lady doing this procedure did not make me feel uncomfortable at all.

I do not think anyone should be degraded and we all should be treated with respect. I know the TSA workers find it is hard sometimes to work with people, but if this is the case, maybe this line of work is not for them, especially the TSA gentleman who I described as being so rude!

Also, the other TSA workers were fine to/from Dublin, Ireland. Some not as friendly as others, but not rude.
Would you like a response? : False
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other
Current Date/Time : 9/24/2013 4:45:22 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/23/2013 10:00 PM Airline & Flight Number : dl 1262 Checkpoint/Area of Airport : terminal 5, security checkpoint TSA Employee: (If Known) :

Comment : while traveling with a baby before, i went thru regular metal detector with infant in arms, and were let thru (given that it was ok). while at this location i also went thru the metal detector as instructed by the TSA agent, only after going thru i was asked to wait for a pat down even if the metal detector did not beep. while waiting 'standing' with the 3 month old sleeping baby in my hands next to the metal detector for a looooong 3-5 minutes for a female assist i asked the agent why i was standing there, he replyed "because of the baby" (!?)

9/24/2013 6:18:31 PM

is it normal procedure for a mother with a baby to be patted down than why isn't a sign about that? or even an separate line? or the minimum of having a female assist standing there for such cases?
if it is normal procedure, why wasn't it done to me at the other airports(maybe the other airports were wrong!?)

in any case, having a mother stand on her feet with a sleeping baby in her hands 10:00 at night for more than 60 seconds without a valid reason, is unexceptable to me, and needs an explanation!

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

Disability Description: The caller has a knee brace.

Response Details: I apologize for your experience. I can help you address this issue. The first thing I can do is give you the telephone number to your airports lost and found so you can check with them for your missing item. In addition i can send you a claim form, so that you can file an official claim with us for your item items. You can also access claim forms online at TSA s Claims Management Branch Web site at http: www.tsa.gov traveler-information claims-management-branch. This Web site also has information related to filing a claim, checking the status of a claim, and other claim-related issues. I will need to collect some additional information from you before i can process this.

Airport: Kona

Airline: Hawaiian

Flight Number: 269

Location (Terminal Gate): 10b

9/24/2013 9:17:30 PM

Departure time: 1302

Date and time of incident: 09 24 13 1245

Baggage tag numbers: (b)(6)

Description of baggage: blue, hard sided, large, rico brand

Was there an NOI: Yes

Anything written on a NOI: no

Also I am going to send this information to a Customer Support Manager for review.

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

Be in writing;Be filed within 180 days of the alleged act of discrimination;

I have an amputated arm

It is difficult to get my belt on with one arm or impossible.

I have a TSA pre

Because I cannot easily get my fake arm off you send me to a pat down

You discriminate me based on my disability

Will you change your policy especially since I have passed the PRE PROGRAM?

This is the 7 th email with no response

9/25/2013 12:31:38 PM

Best Regards,

(b)(6)

-----Original Message-----
From: (b)(6)
Sent: Wednesday, September 25, 2013 10:56 AM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint 9/23/13 at Jackson Hole, WY airport

To whom it may concern,

I would like to file a formal complaint for being treated unjustly at the Jackson Hole, WY airport at 6:30 am on Monday, September 23rd. Unfortunately, I do not have the name of the attendant but it occured in the far left security line at approximately 6:30am. The attendant was a middle aged woman with blond hair in a french twist.

9/25/2013 2:13:54 PM

I was carrying a cooler of breast milk, I informed the security attendant that I had the breast milk. She called over another member of her team who gave me a hard time about the bottles being over 3 oz. It is my understanding that the 3 oz rule does not apply to breast milk. I told her calmly that my plan was boarding and I was in a hurry and she yelled at me and told me that I needed to calm down. She tried to open a bottle of breast milk (which would have contaminated the product) and I told her that I did not want it opened by her and she rudely said that I would need to have a full pat down if I chose not to let her open the container. First, I do not understand how having a pat down inspection has anything to do with the breast milk. She then proceeded to spend the next 5 minutes asking me several questions and starting over several times. This caused both me and my entire family to almost miss our flight to Chicago.

I feel that this attendant had no right to detain me this way or to open my bottle of sanitized breast milk. I have traveled many times carrying breast milk in large and small airports and have never had an experience like this. She acted in a vindictive and unprofessional manner. I don't want other nursing mothers to have to this same unfortunate experience that I had at this airport. I will never return to Jackson Hole because of this incident. I hope someone in your organization is able to address this issue.

Thank you.

(b)(6)

"Eat Fit, Live Fit, Be Fit"

Yesterday I brought my aunt (in her late 80s and with dementia) to the MSP airport to return her to her home in California after a short visit with my mom and dad. I sat and watched the TSA give her the third, fourth and fifth degree of rub down, pat down, chemical swipes of her feet and checking under her shoes. When I approached her wheelchair to console her concern about the long interrogation, the TSA employee barked at me to please "STAY AWAY FROM THE CHAIR!" Which further confused and frightened this sweet lady.

The TSA agent then swabbed the entire airport-provided wheel chair for another few moments and FINALLY let us go to our gate.

TSA employees - YOU and everyone who has created and is continually funding your organization should be ASHAMED!

9/25/2013 4:12:06 PM

You are turning America into nothing more than a police state.

Land of the free and home of the brave?
No, land of the imprisoned and home of the fearful.

(b)(6) Stillwater, MN
(b)(6)
HYPERLINK (b)(6)

Please consider this a formal complaint about your continual abuse of law-abiding American citizens.

9/25/2013
4:13:17
PM

To Whom it May Concern,

Please allow me to set the scene regarding the overall negligence of the TSA staff at the Philadelphia International Airport (PHL) on Tuesday, September 24, 2013, and the ensuing chaos that followed. My partner, (b)(6) and I were escorting our aunt, (b)(6) to gate E11 for a Southwest Airlines flight to Orlando. At approximately 11:15am, our experience in security became one of fear.

My aunt (b)(6) is chronologically 73 years of age; she is cognitively 5-6 years of age. She is approximately 4'10"; her stance is off-balance, and uses a walker or a wheelchair. She spent three wonderful weeks here in Philadelphia, and all went smoothly until we arrived at security. I flagged the first TSA agent we saw standing in line and asked him if my aunt could avoid the body machine, as she cannot physically hold her arms above her head and stand still without falling. I also relayed that she is mentally handicapped and physically disabled. The physical disability was quite visible, as she stood there holding her walker. He stated that she could be "patted down". As my partner and I- who were only escorting her to the gate- put our belongings in the bins to be x-rayed, I told yet another TSA agent that my aunt (b)(6) could not stand in the machine due to her multiple disabilities. My partner and I went through security; (b)(6) stood waiting- and waiting. Finally, I asked a female TSA agent, (b)(6) (b)(6), who was standing at the end of the conveyer belt, to please assist my aunt (b)(6). For the third time, I stated that (b)(6) is both mentally and physically handicapped. She responded to me with disrespect and abruptness, as if it were not her job to actually assist people in security. I replied that I only wanted to advise her of (b)(6) mental faculties, as she needed special assistance. (b)(6) and I saw her go over to (b)(6) and gruffly lead her to the back, where there was benches- plenty of empty seating. She talked to (b)(6) in an abrupt and demanding tone. We followed both (b)(6) and (b)(6). (b)(6) turned to my partner and me, and ordered that we not touch (b)(6) to "stay back" (b)(6) and I watched the TSA agent seat (b)(6) on her walker, not on the bench next to her, and before we could do anything, briskly asked (b)(6) to take off her shoes! The fall on the hard floor happened quickly; (b)(6) could not bend to touch her toes; she could not take off her own shoes! She fell from the walker- that the TSA agent had NOT locked in place- and landed with force on the floor. Chaos followed. I ran to my aunt, who was stunned- like a small child who fell off her bicycle onto the hard pavement- wide eyed and scared. Lifted her off the ground and sat her down. The TSA agent, (b)(6) admonished me, saying, "You didn't give me enough time." Enough time to what- further injure a mentally and physically handicapped elderly woman? Another female TSA agent, (b)(6) was immediately at the scene, not asking if my aunt (b)(6) was okay- if she were injured; only asking if I could stop communicating with the TSA agent who caused my aunt to fall. No apologies from either person; no concern. A security guard took our IDs and began an incident report. In the meantime, I was told that I needed to be patted down, as I "touched" my aunt. Let me pose this question: Who was going to lift my aunt OFF the floor? Who was going to put an arm around her and ask if SHE was okay? I was then frisked as if I were going to prison- a full pat down- touching every area that any appropriately modest person would consider a violation of space. This was in front of everyone. (b)(6) then offered me a small card that expressed- TSA Cares. I can assure you this motto is on the opposite end of the spectrum from what we experienced. "For next time" (b)(6) stated, with a deadpan facial expression. If TSA offers an escort option for the disabled, then why didn't the airline offer this information, as we made an advanced phone call to the airline? Additionally, we spoke with a Southwest ticket agent that morning when we checked baggage. I questioned (b)(6) regarding this lapse in communication. She had absolutely nothing to offer; no information; no reason; and still no apology. Most likely, there will not be a "next time". My aunt was extremely frightened. This is her last memory of Philadelphia. As we were leaving security, (b)(6) provided a "help us improve our customer service" postcard. Is this a joke? When we safely put (b)(6) on the plane home, I immediately called the number on the card. There was no avenue to speak with a person regarding this incident. There was, however, voicemail stating where we could "blog" a complaint via a website. My partner and I walked back to security to see (b)(6) where I asked for her business card- that she had not offered me- and for the name of the TSA agent who initiated this accident, which she also had not provided, even though I inquired about the incident report being written.

We repeatedly told (b)(6) to listen to the TSA agents, even though (b)(6) was very apprehensive regarding security procedures. We told (b)(6) to trust the people working there; they would not hurt her. We have now lost her trust, as she was hurt, both emotionally and physically. She does not understand why the TSA agent (b)(6) placed her on her walker without the brakes locked; she only wanted to follow our lead, and that was to comply with whatever was asked of her during the security process.

My family is in disbelief at the disregard, carelessness, and lack of empathy shown by the TSA staff. Please review the video surveillance of this incident. We are anxiously waiting for your response.

From: (b)(6)
Sent: Wednesday, September 25, 2013 3:15 PM
To: Kapp, Robert; (b)(6)
Cc: DENcustomerservice@dhs.gov; Bromer, Zachary; Ombudsman, TSA
Subject: Customer w/a ouple of disability related issues

Sir,

9/25/2013 6:10:28 PM

Came through security at DIA, Checkpoint A terminal 9/19/13 12:00 – 12:15. I should be easy to pick out of the video tapes as I use a wheelchair and was accompanied by my service dog, a golden lab. Last line to the left.

2 issues which require additional staff training:

First, I can walk a bit, but told them they could not leave me stand long. I went through the metal detector without any problem but then had them tell me I could not go sit in the fixed seats 10 feet away until they swabbed my hands and check my wheelchair and returned it to me, that I should lean against a column, where they then left me until I nearly went down and just went and sat down anyway. It was very inappropriate and uncaring. When I went through ATL security 3 days later they got my wheelchair screened in about a minute and a half and back to me very quickly.

The second issue is when they scanned my back pack they did not like my belt buckle. It was stuck in an open water bottle pocket on the outside. They asked if they could do additional screening and when I consented (and told them I was sure it was the buckle and where it was located) they separated me from my bag for 5 minutes or more, instead of waiting for my wheelchair to be returned to me so they were going through it in my presence. I had my wallet and all my money in it, and given the Caller said she is coming through the ck point tomorrow with a glucose monitor that is a chip that is attached to her and goes to a receiver and insulin pump and cant detach them and they cant go thru the X-Ray machine and she said wont allow them to touch her. She has a flight tomorrow she is going from Albany, New York to Atlanta and then monday coming back. She is concerned about the glucose monitor and what does she need to do. She said she had a problem in past being told it was a cel phone but it is a glucose monitor. She said she does not want to be groped and she is not a terrorist and she asked to speak to my supervisor.

Response:If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

9/25/2013 8:24:53 PM

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

I checked with supervisor, (b)(and advised her that if an alarm sounded from the AIT machine she would have to have additional screening as well as the items with her would have to be screened.

Escalation Notes: (b)(6

The caller doesnt want to lift her shirt up in the middle of the airport because of the gluecose monitor she has attached to her stomache. I told the caller to inform the TSO s of any issue s she may have and to request a private screening.

9/25/2013 10:04:35 PM

Thursday Sept. 19, 2013 I flew out of the Tampa Airport (TPA). Going through security I went throught the big x-ray machine. As I stepped down, a TSA employee approached me saying I needed to have my top patted. Excuse me? I was wearing a bright greem knit top with silver studs toward the top of the shirt.

I was not a happy camper, to say the least. I was asked to step over to another TSA employee who gave me the option of having the "pat down" at that location or privately. My response was "do what you need to do" Good grief, I'm 69 years old. What the hell does TSA think I would do with a decorative top? I wasn't embarrassed, I was pissed.

If I had not gone through the big machine, I could better understand the reasoning, but since I did, why was that necessary? I've never seen anything printed that says women should not wear anything decorative through security. This is getting out-of-hand and totally ridiculous. Is it any wonder why the general public has no respect for TSA? My opinion is that the TSA employees are individuals with limited education, and at least semi-clean criminal histories.

While I don't expexct a response from this, at least I've let you know that I have no respect for the TSA employees who appear as though they have "power" and they have yet to do anything to impress me. And most of them are not smiling or pleasant to the travelers. If they don't like their job, they should leave.

(b)(6)

9/26/2013 10:23:14 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/26/2013 8:56:24 AM Airport : STL - Lambert St. Louis International Date/Time of Travel : 09/26/2013 5:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Main terminal TSA Employee: (If Known) : (b)(6) Comment : I was behind an elderly couple in the first class screening line at STL around 5:30am on 9/26. The couple appeared to be in their late 70s to early 80s, and the man was somewhat frail. The woman could not go through the traditional scanner due to metal implants, and requested a pat down instead of going through the X-ray scanner, which is well with her rights. Agent (b)(6) began talking down to the woman, as if she did not understand her options, though the woman clearly did understand the difference. Agent (b)(6) then became more stand-offish, taking up an aggressive posture. When her husband tried to chime in, (b)(6) became outright confrontational, creating a one-sided argument where there should have been none. The couple was obviously upset by this, and rightfully so. Having witnessed the entire exchange, I feel that Agent (b)(6) conduct was unprofessional, overly aggressive, and needlessly abusive. In essence, I saw a completely unthreatening elderly couple being bullied without cause, and I would request that the TSA review the footage and the check in manifest to identify this couple and issue them a formal apology.
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

9/26/2013 10:48:47 AM

Caller stated that she flew from EWR to PHX on 09 15 2013 on US Airways and stated that she that the screening procedures were a little bit out of hand. She stated that she has an artificial hip and has a Medical Card stating this which she submitted to the screening officers but still felt that the officers were not treating her the way that she should of been treated. She also stated that her Luggage was also inspected and thought that they may of been targeting her since her incident at the screening check point she stated that she felt like a criminal. She stated that her suit case was also searched and all that she had in her luggage was a curling Iron and hair drier advised the caller that her baggage was probably search to clear and alarm. She did state that there was a NOI inside the suitcase.

Gave the caller the following info:
An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

Gave the caller the following info:
We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared after screening.

Disability Description: Caller was reading today about TSA special services.

Recently they flew from New Jersey- Newark, and his daughter was pregnant and had a patdown and it really embarrassed him.
She could not go through the Scanner.

Information Request: He wanted information about his daughter Opting out of the AIT because of her pregnancy.
He does not want her patted down in the open area.

Response Details: Told him a passenger can opt out of the AIT for health concerns and we must resolve their screening with at patdown.

She can request a private patdown at any time.
During a private patdown another Officer of the same gender will also be present.
It may take a few minutes for 2 Officers to be available.

9/26/2013 10:58:41 AM

He asked if they have to call in advance to do that.

Told him they do not.
When she informs the Officer she needs to avoid the equipment and have the Patdown she can let them know she would prefer a private one.

Advised I will send an email of the information.
He can share that with his daughter.

Also let her know:
If you have any concerns or need assistance at the checkpoint you may ask to
speak with a Passenger Support Specialist.

He asked if the Passenger Support Specialist is in the same area.

Told him they may have to get one for them but we have PSS available.

Caller has an external medical device and was recently subjected to additional screening because the glucose monitor and receiver cannot be x-rayed. Caller indicates he has traveled numerous times before and was not subjected to this additional screening, which included explosive trace detection sampling of his person and the entire contents of his two bags. Caller is unhappy this occurred and wishes to file a formal complaint. This incident occurred at PDX. Caller feels he may have been discriminated against because he did not wish the external device to be x-rayed.

9/26/2013 12:07:51 PM

Resolution:

Advised caller that if a visual inspection of an item is requested, additional screening of the passenger, their belongings, and the device may occur. This can include a but it not limited to explosive trace detection sampling and a patdown. You may file a formal complaint in writing and I will be happy to email the information on how to file a formal complaint.

9/26/2013 1:10:23 PM

Caller signed up for VA program Wounded Warrior with TSA and on August 4th he flew out of Phoenix and it was great. A lady helped him there. He said he was in a wheelchair. On the return flight from Philadelphia he mentioned the Wounded Warrior to about 3 or 4 of theTSA personnel. No one knew anything about it and a supervisor said there is a program but that he needed a form to present to be eligible. He said it was funny though and because he asked them about it he got a lot of extra screening and even a patdown. He said he is not complaining but he just wants us to know if we are going to spend all that extra money we need to do it better or the same. He did not want to file a complaint he just wanted us to know.

Response: Advised caller he could always ask for a PSS to get assistance and that I would register call as a complaint if he would like.

Caller traveled in April from Washington and lives in the west coast. She is a US citizen and lives in the state of Washington and her family lives in Columbia. She said she put liquids in her check bag and she forgot some small important items and she has nail polish she only buys over there, that is missing from her check bag.She said she got an not in her check bag when she traveled on Delta from Seattle. She asked if she could have the card for a frequent Flyer and she said she is afraid she is taking too many rays and does not want to go through the machine She said she does not want to be embarrassed during the screening process.

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.

9/26/2013 2:54:05 PM

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

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

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

I told her she can advise the officer at the checkpoint that she wants to have a thorough patdown instead of go through the machine. I advised she can ask for a private screening. I advised she can ask for a supervisor to assist her at the checkpoint. I asked for her phone number but she did not give it.

Caller indicated that she traveled last Friday, September 20th, from SEA to LGB on JetBlue flight 1007 that departed at 1700hrs. She was calling because when she was going through the checkpoint for Gate D5 around 1600hrs, a very tall blonde female TSO was operating the AIT told her after being scanned, that she needed additional screening because her butt looked fake on AIT. The officer conducted a patdown and ETD screening, made derogatory comments about the travelers rear during the process. She said that while the officer patted down her rear she commented that she was wrong and it was real. Caller said that she could be identified due to arriving to the checkpoint on crutches. She also wanted it noted that she had a colleague who was about ten passengers behind her that received the same treatment, only her anomoly was her breasts; the colleague intends to contact the TCC about her incident later as well.

9/26/2013 4:43:19 PM

Apologized to caller for her experience and explained that TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Advised that we would forward her complaint to the CSM at the SEA airport for review and see if any additional assistance can be provided.

So much for random screening. You jerks randomly screened me on my flight home as well. This is pure profiling and nothing more. You have never found anything in any random screening.
From now on I will be leaving you nasty notes in my bag.

GO FUCK YOURSELF!!!
I HATE YOUR BULLSHIT LIES SO DONT EVEN RESPOND UNLESS YOU ARE READY TO MAKE THIS RIGHT AND CORRECT YOUR DISFUNCTION.

Sincerely,
One pissed off voting american (b)(6)

On Sep 23, 2013 12:14 PM, <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com> wrote:

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

9/26/2013 8:21:01 PM

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

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

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

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

We hope this information is helpful.

Feedback Type : Request for Information
Categories : Screening
Current Date/Time : 9/26/2013 5:53:13 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

9/26/2013 8:21:22 PM

Comment : I wear a turban for religious reasons. On a recent trip from Antigua (ANU) I was taken to a private room and was requested to unwrap my turban and let down my hair before I could board the flight back to Atlanta. When I asked why, I was informed that TSA in USA had set guidelines for this type of security check. A pat down by the officer was not considered adequate screening. Do they really operate under TSA guidelins in Antigua? Is this a TSA request? I will be travellling to ANU on a frequent basis and would like some clarification. Thank you, look forward to hearing from you office.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller and wife flying tomorrow and he is worried about going through screening because of a previous experience.
Caller states the TSO performed a patdown in public and grabbed his genitals, asked if that is allowed? Stated he completed a complaint at the airport and nothing was ever done to the TSO, wanted him to go to jail. Said a woman supervisor was telling the TSO that he hadn t touched him enough during the patdown.
Asked if he is required to go through the naked machine, what can he do to reduce his chances of having a patdown?
Mentioned there are certain lanes at the airport that passengers can go through and avoid screening!

Response:
Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. WTMD, AIT or Patdown is required to complete screening process before allowed to board a flight.

TSA has required updated software on all Advanced Imaging Technology (AIT) machines.

9/27/2013 9:56:29 AM

This software, also referred to as Automated Target Recognition (ATR), is designed to enhance privacy by eliminating the image of an actual passenger. ATR detects potential threats and indicates their location on a generic, computer-generated outline of a person that appears on a monitor attached to the AIT unit. If a potential threat is detected, the area will require additional screening. If potential threats are not detected, the outline is not generated, an "OK" appears on the monitor, and the passenger is cleared from screening. In addition, passengers are able to view the same outline that the TSA officer sees.

Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process. All operational units utilize a virtual figure on which anomalies are presented for resolution. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images.

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

Advised caller he has the option to speak with a supervisor while at the checkpoint if there is an issue, also, how to contact the CSM at any airport.
Advised caller airlines may have select lanes for business travelers, passengers with children, physical disabilities, etc. which may not be as crowded but everyone has to go through screening process to board a flight.
Advised caller to empty pockets of all items and place in carryon before beginning screening process.

The caller indicated that he called PHL and was referred to the TCC. He was scheduled to fly from PHL to BNA to TPA on 9 25 with Southwest flight 136 departing at 9:15 from Gate E .
He arrived to the airport at 7am, but had to wait until 8:15 to enter the line at the checkpoint as he had forgotten his license and had to wait for someone to bring it to him.
His screening began at 8:50. The caller indicated that there was an anomaly with the AIT. His bags were physically inspected and he received a patdown in the checkpoint area. The caller indicated that he had forgotten to remove a container of shower gel from his carry on baggage. The bag was put through xray screening again. Two TSOs then came over and escorted him to a private room were he received another patdown screening. The caller indicated that he reached the boarding gate at 9:05 and the doors were locked. He was not permitted to board and therefore missed his flight from PHL.

9/27/2013 11:54:16 AM

He was able to get on another flight to TPA via Chicago. The caller indicated that he doesn t feel that the second patdown screening was necessary or required, and caused him to miss his flight.
He used to travel a lot with his father who had a pacemaker and indicated that his father was never taken into a private room for screening.

I apologized and advised that I would refer the information to the CSM at PHL to make them aware. I advised that would have the means to possibly look into the situation to determine why the second patdown was required.

I advised that I would refer the information without the flight number with an indication that he does have the information, just not with him. I advised that he can call back with the information and provided the EID. I advised that I would include an indication that he does have the information so that the CSM may contact him for the flight number if necessary.

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.

9/27/2013 11:57:27 AM

Caller said he is a 70 year old retired accountant with one leg and he is in a wheelchair. He flew on this past Monday from Chicago Ohare to LaGuardia. He said the Officer who screened him, knowing that the plane was already boarding, was incredibly rude and disrespectful to him. He said he should have been respectful to him because he is an elder. He has traveled around the world and this guy slowly started asking him, are you wearing a belt, are you wearing a belt, He asked the same question of the caller 4 times. He said he was disabled and he is not flying as much as he did but he does fly as much as he can. The caller said that there was a lot of just a minute and wait a minute coming from the man. He told the man I am going to miss my plane . The agent made it such a long thing. The caller did have a member of airport staff with him to assist him. When they finally got through the checkpoint, they had to rush to get to the plane. He said he did get a patdown from him and the caller had nail clippers with no outside blades and you had to use your fingernail to open the clippers. The caller said the TSO stole the nail clippers. The TSO did not look at his foot and he did not go through his bag at that time. The caller said he was insulted and incensed and that the TSO was such a rude guy and purposefully tried to.make you miss your plan. No he does not feel that he has been discriminated against because he has a disability. He did not test his foot but he kept going slowly. The Officers name was (b)(6) Also, the caller asked if the officer had to go through testing and training.

Response: Advised caller that TSO undergo training for screening.
Airport where the incident occurred: Chicago Ohare
Airline they were flying with: Delta
Flight Numbers (departure times arrival times): # is not available 1:30 p.m.
Date and Time of Incident (Check-In): September 23rd, 2013
Location of Incident Terminal or Gate: Terminal 2

Disability Description: Caller has a body cast covering an incision.

Response Details: 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.

9/27/2013 6:43:57 PM

Email offered. Email sent
Advised caller of PSS option.

Incident Details: The caller is traveling from Denver international. They arrived 4 hours early to the airport. There were 2 agents (b)(6) and (b)(6) giving the caller a patdown. The caller states that they told him that he needed to remove his body cast. The caller states that the agent touched his incision and caused a severe amount of pain. The caller stated he could not touch him like that. The caller said that the agents went to get a supervisor. The caller states his name is (b)(6) (b)(6) The caller states that the supervisor told him that if he was not willing to continue screening that he would have to get law enforcement involved and that the caller wouldn t be going anywere. The caller states that the supervisor was not accomodating to the fact that the caller had surgical incisions that could not be touched. The caller states that the supervisor was going to force a patdown on the caller. The caller states that the supervisor was not looking for a solution to the problem and was just making matters bad.

The caller states that the first two agents were very professional and courteous. The caller states that it was the supervisor who the complaint is on.

9/27/2013 7:10:31 PM

Caller said she has a complaint at the Minneapolis Airport on the security officer at the checkpoint. She did not get his name and said he was not running the scanner but standing by the machine. She said she was getting ready to go through the machine and she said he sexually harrassed her and asked if she wanted a complimentary patdown. She said he did not touch her and she said she did not get his name. She said she thinks he meant it as a joke but she said it was inappropriate behavior and that he needs to know that.

Sending Info to CSM
Airport:MSP - Minneapolis-St. Paul International Airport
Airline:Sun Country
Flight #:395
Date and Time: 09-15-13 1:00pm at the checkpoint. (the flight itself took off at 2:40pm)
Location:security checkpoint in terminal 2 about to go in the scanner.
Email (b)(6)

Response:I advised she must submit in writing her complaint. I had supervisor (b)(6) look at record with me as well while she was still on the phone. I advised her we will send this to the CSM at that airport.

Name: Grant Reno - CSM
Phone: 612-486 (b)(6)
Email: mspcoordinationcenter@tsa.dhs.gov

9/27/2013 8:17:27 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/27/2013 6:05:01 PM Airport : HNL - Honolulu International Date/Time of Travel : 09/23/2013 9:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I was at the Honolulu Airport and opted for a pat down instead of going through the machine. I am not comfortable with this equipment and was lead by a female staff member to an open area directly in front of where all the passengers are going through security. I was offered a private room but declined and the process was started. I had gone through a pat down before so I understand the proper way these are done. The pat down seemed to go fine until the female TSA worker did the pat down on the front of my body. When she was checking my breast area she used both hands at once and circled around the bottoms of my breasts at the same time which felt strange. After she patted down both of my legs she proceeded to take the back of her hand and placed it directing on my vagina. I am pretty confident that the TSA workers are not allowed to touch genitals and therefore I am logging a formal compliant and want to hear back from someone. I felt extremely uncomfortable, embarassed and violated after this was done as I was facing the entire population of passengers who were waiting in the security line while she was doing my pat down.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

9/28/2013 9:44:32 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/28/2013 9:31:55 AM Airport : BOS - Logan International Date/Time of Travel : 09/28/2013 9:00 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) : Badge (b)(6)
Comment : An officer at the Boston Logan Security did not ask my permission before patting me down and groping both of my breasts before I passed through security by the X-Ray machine on 9/28/13 at 9:00 AM in Terminal B of Logan Airport. I am on US Air Flight 625. This is absolutely unacceptable and I am going to publicize this act on every social media outlet I can find. I am sure it was caught on security cameras and I am making a complaint in person today before I catch my flight. This was not a frisk -- NOBODY asked my permission before touching me. That is assault. The Fourth Amendment guarantees the people a right against unreasonable searches and seizures. The security officer was Badge (b)(6) The Boston Logan officer who helped me make this complaint was (b)(6) and he refused to give me Badge (b)(6) name.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

9/28/2013 11:07:58 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/28/2013 9:40:46 AM Airport : BOS - Logan International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) : Correct badge # is (b)(6) Comment : A MALE officer at the Boston Logan Security did not ask my permission before patting me down and groping both of my breasts before I passed through security by the X-Ray machine on 9/28/13 at 9:00 AM in Terminal B of Logan Airport. I am on US Air Flight 625. This is absolutely unacceptable and I am going to publicize this act on every social media outlet I can find. I am sure it was caught on security cameras and I am making a complaint in person today before I catch my flight. This was not a frisk -- NOBODY asked my permission before touching me. That is assault. The Fourth Amendment guarantees the people a right against unreasonable searches and seizures. The security officer was Badge (b)(6) The Boston Logan officer who helped me make this complaint was (b)(6) and (b)(6)
They just told me the correct badge # is (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

To Whom It May Concern:

I flew from JFK's Terminal 1 on 9/20, and wanted to relate my negative experience during the TSA screening process.

When my turn to pass through the scanner arose, I requested an opt out, at which point TSA employee (b)(6) informed me that there would be a wait. I said that was fine and proceeded to wait for an indeterminate amount of time. (I do not have exact temporal references for the series of events I will relay, as all of my belongings were in the bin; however, to provide a general time line, I believe I started the security process at approximately 11:15am, and by the time I requested a complaint form, it was 11:45am.)

After a few minutes, I asked if I would be able to step to the other side of the barrier, in order to watch my belongings (which had passed through the scanner). (b)(6) informed me that this was not possible as a female assist was unavailable to begin the screening process. I indicated that I understood that I would have to continue to wait, but inquired as to whether someone could watch me watch my belongings, as I was concerned that they were out of my sight line. She then smirked and asked why I would push my belongings through, when I knew I was waiting to be screened. I responded that I had never been made to wait this long before, and when I have had to wait, it has always been on the other end of the conveyor belt.

9/28/2013 5:27:14 PM

I then continued to wait for what seemed like an inordinate amount of time, before I then inquired as to whether she had an estimate of how much longer it would be. At this point, (b)(6) informed me that there were no female officers on duty and that she did not know why I was continuing to wait, as I would continue to do so indefinitely. I expressed my displeasure at this response, as female passengers should have the same right to opt out as male ones. (b)(6) shrugged and said that this was true, but that there was still no one on duty to screen female passengers.

I then asked to speak to a supervisor, and (b)(6) halfheartedly called for one. After what seemed like another inordinate wait, I inquired as to whether this meant that there were also no supervisors on duty, while also mentioning that I would like to file a complaint regarding how unprofessionally my simple opt out request was being handled.

(b)(6) then made another halfhearted call for a supervisor, and one arrived shortly thereafter. Once he was apprised of the situation, my pat down was conducted immediately, without further incident. Thus, contrary to (b)(6) initial statements, there were in fact female officers on duty, she was just reluctant to procure one for me.

I have no problem with waiting for a TSA officer to become available to conduct a pat down, but I feel that (b)(6) actions were extremely unprofessional in both manner and action. I fly relatively frequently for a leisure traveler, and while we've all had frustrating experiences with the screening process, this is honestly the first time I feel that I have encountered truly unprofessional actions on the part of a TSA employee. Although (b)(6) was never explicitly rude, her attitude throughout our interaction, and blatant misstatements regarding the absence of female personnel on staff, were unnecessary. I would also like to note that all of my other encounters with TSA personnel that day, from my pat down to the supervisors I spoke with, were pleasant and straightforward.

I appreciate the difficult task that the TSA has with respect to security, and only hope that my future encounters are more professional than this one was.

Sincerely,
(b)(6)

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

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

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

I have verified the above procedure with (b)(6) Transportation Security Administration - Department of Homeland Security Senior Policy Advisor Office of Disability Policy and Outreach to be correct.

9/28/2013 7:05:38 PM

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

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

At the end the supervisor apologized and admitted that they did not do what they should have done, which is fine. Their earlier demeanor though was rude, basically cutting me off verbally anytime I tried to explain and resolve the situation. I will be

The caller was on a flight from ORD last night to LGA. While on the plane, she realized that she did not pick up her Samsung Tablet. She found the lost and found phone number on the website, but they are closed today. She was pulled for a patdown, she stated that she was in a roped in area, and she saw her things coming through, and saw a TSA agent next to her container. She told them that she needs to be facing her purse. She was made turn around, away from her purse. They would not let her face her belongings because of the patdown. She stated that when she finished, the other TSA agent told her that she had to go through the purse . She lost line of site with it. She knows which container her tablet was in, which had a lime green cover. She stated that on the plane when electronics had to be turned off, she realized that she didn t pick it up. She feels that something happened to her tablet. At the beginning of the call, she indicated that she wants to file a claim, and asked what she needs to do.

Response:
I obtained the following details from the caller:
Airport: ORD
9/29/2013 10:17:35 AM
Airline: American airlines
Flight: AA336
Date: 09 28 13
Time: She went thorugh security around 6:30-6:45 p.m.
Description of Baggage: Tablet was taken out and placed in a bin with her liquids. It had a lime green cover with a red stylus attached
Terminal Gate: Gate K15 (It was a long walk from security)
Contact Info: (b)(6)

I initially told the caller that it is the passenger s responsibility that all items are picked up after screening. She then stated that she understands that, but she believes something happened to her item. I told her that I will happily take her flight information and forward it to the CSM at ORD for review. I told her that I will also forward a claims form to her email address that she has provided to me.

I apologized for the experience, and told her that we will look into the matter.

Dear TSA,

I am traveling this Wednesday, Oct. 2, 2013 out of Midway Airport to Atlanta and am concerned with the Security Screening. The last time I traveled my bra set off the machine. I then had to be screened with the wand and then the pat down. While I totally understand this and was a willing participant, I am nervous that this will occur again. Needless to say, it was embarrassing and humiliating and upsetting that my bra did all this when there isn't even a wire in there—it is a plastic wire. I am sure you have come across this issue before, and appreciate your help.

9/29/2013 7:09:54 PM

My question is this: have things improved to prevent this from occurring again? If at all possible, can you get back to me before Wednesday?

Thank you in advance for any assistance you can give me.

Sincerely,

(b)(6)

HYPERLINK (b)(6)

The caller indicated that she concerns in regard to two separate screening instances that occurred at IAH.

When traveling from IAD to her leather notebook containing scriptures, was opened, layed with the printing up, and was sent through xray screening again after it had already been screened b xray and been physically inspected by a TSO. The caller indicated that her husband wondered if the same had occurred it it would have been the Koran.

The caller indicated that she cannot comfortably raise her arms above her head. She requested to be screened via the WTMD. She was advised that she would have to go through AIT, or receive a patdown.

She is 78.

She asked if she can go through the WTMD due to her age or if she can obtain documentation indicating that she can do so.

She asked if it can be considered that passengers over 75 be permitted to request WTMD screening, rather than AIT or a patdown.

The caller indicates that she doesn t understand why TSA would think that someone over 75, and not someone younger, would have bombs in their shoes. She indicated that she was happy for procedure.

9/30/2013 8:40:19 AM

She asked for the reasoning behind the change in the screening process for passengers who are over the age of 75.

She asked for a number or contact to write to in regard to making these changed.

I advised that I did not have a contact number, but could provide a mailing address for TSA Headquarters.

She asked who monitors complaints.

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

I advised that I had documented her complaint and TSA monitors the number and nature of complaints.

I advised that TSA standard procedure is that passengers cannot request WTMD screening, in lieu of the AIT or patdown. This applies to all passengers.

Caller flew from Manchester NH on SW on Sept 20th. She had one checked bag. She had two NOIs. She had a patdown. She packed her hair dryer. It is a dryer base where you put brushes. Her hair dryer is missing. She asked if there is a discard bin at the airport.

The patdown is degrading. She asked if there was a way that she could get screened so that she would not have to go through the machines.

9/30/2013 9:38:19 AM

I told her that she could always ask for a patdown. All passengers will be screened either through patdown, AIT or WTMD.

I gave her the lost and found number.
Manchester Airport
603-624-6349

September 27, 2013

Ms. Vera Adams
Deputy Federal Security Director
Los Angeles International Airport
C/O email: TSA-ContactCenter@dhs.gov
1 866 289 (b)(6)

RE: REPORTED ABUSE BY TSA AT LAX by AGENT (b)(6)

Dear Ms. Adams;

My name is (b)(6) I am a resident of Del Mar California, a Managing Director of a prominent Private Equity firm and a respected U.S. Citizen.

9/30/2013 10:03:23 AM

I am writing you to inform you that I am considering taking an action against the TSA, legal or otherwise, for an incident that occurred on September 18, 2013 in the Los Angeles International Terminal. I arrived into LAX via flight 9392, Air France, at approximately 3:30 pm. Admittedly, in the transition area after clearing passport, I advanced to the front of the existing line, asking for permission from some to advance, in order to avoid missing my connecting flight via Delta, to San Diego.

In the process, I was pulled from the line from a TSA officer, one (b)(6) who confronted me, intimidated, and exercised un-necessary physical force in pulling me from the area. (b)(6) ultimately took me to what was apparently a high security room with another female officer where I was Roughed and Patted down, and physically groped. I was handled so aggressively on my breasts that my bra was relocated to the side of my body and my genital area groped. While there are other details that are relevant, needless to say, the foregoing will provide a clear picture as to the seriousness of this situation.

On several occasions I asked to speak to a supervisor, was initially denied, and asked to make a call to my attorney and was denied, and prohibited from exercising my rights to know why I was being detained.

The impact of this situation has left a profound impression on me. As such, I have decided to bring this to your attention and inform you that I am registering a complaint with your department, and will seek out any other agency that should be informed of this unfortunate series of events. I am also considering taking legal action.

I would like to be contacted by the appropriate manager/officer within the TSA or applicable agency, to discuss the steps which will be taken to look into this situation. Subject to your confirmation of my complaint and the relevant facts, I would like to know your intent regarding the course of disciplinary action.

I would appreciate your immediate response at which time I am willing to provide additional detail. In the absence of a response within a reasonable period of time, I will take legal action and seek my remedy to file formal complaints and filing for a punitive action and potential damages. I am going to copy in addition the LAX Police Department and my Congressman, the honorable Darrell Issa.

Caller:
Caller flew from Alaska to ORD to LNK on Saturday. She had a layover at ORD. She wears a back and leg brace. She usually lifts up her first shirt for them to wand the back brace. She wears a second shirt to keep herself modest. The TSO refused to let her lift up her shirt. She was taken to a private room to complete the screening with a patdown. She asked if she could sit down for a minute and one of the TSO said , No you have to put your feet on the yellow marks. The walk to the room was a far enough distance that she asked if they could contact customer service for her. She wanted wheelchair assistance to the gate. They told her it was not their responsibility. One of the TSO stayed behind in the private screening room. They even asked her how she was going to get to her gate since it was so far away. She has metal in her body and is paralysed in one leg. When she got to LNK she found that she was missing $470 to $490 from her purse. She is also missing two bills from Tanzania that have great sentimental value to her. The only time she was not in sight of her purse was when the TSO was carrying it behind her on the walk to the private screening area. She believes the TSO who stayed in the room after the patdown was stashing the money somewhere. She filed a report with the police at the LNK airport. They said they were going to look at the video footage of when she was at ORD. Her husband did not go with her and they never told her that he could. She did not get there names or badge numbers. One of the TSO s was a black female in her mid 20 s with her hair pulled back in a ponytail. She was 5 6 and around 115 pounds. The other TSO was a black female in her late 30 s. She was heavier set with straightened hair. They were extremely rude to her throughout the entire procedure. She was amazed that they were not willing to help her get assistance to the gate. It would not have taken them that long to call customer service. Why was she not allowed to lift her shirt to have the brace wanded? They do this at every other airport she has flown from in the US.

Airport: ORD
Airline: United
Date and time: 09 28 13 between 11:30 a.m. and 12:00 p.m.
Location: Terminal 2

9/30/2013 10:22:42 AM

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.

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

Because 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 told the caller she can contact the CSM at ORD by phone at:

Name: (b)(6)
Phone

I told the caller if the TSO considered the area around the back brace a sensitive area they would not of let her raise her shirt at the checkpoint. I cannot speak for the decision of the TSO. The CSM from ORD can probably give you an answer. Give him a couple days to contact you. If he has not called or emailed you in 2 to 3 days give him a call.

Dear TSA.

I am writing this formal complaint regarding the TSA at terminal A of Newark Liberty airport on the morning of September 30th. I was due to get on a flight JetBlue b6 at gate 17 that was scheduled to depart at 9am. I missed my flight due in part to the lack of available resources at the TSA security checkpoint.

Once I checked in, an went to security there was only one person who was checking ids and a Long line of people waiting. At one point, the luggage scanners/x-ray machines were stopped with no explanation given and we stood there for a while. By the time everything started moving again it was too late. I missed my flight to a business trip. By mere minutes I could have made my flight. It was clear to me that there were not enough resources to handle the Monday morning passangers. At another point, the line stopped since there was not an available female employee to check/pat-down a female passenger. However, they could have continued with other passengers while they waited for the additional resources.

9/30/2013 12:04:35 PM

I appreciate and commend the work and effort that the TSA has implemented over the years in keeping us safe. I typically fully support all of the TSA measures and policies. However, this was the absolute worst experience that I have ever had with air travel. In my 20+ years of professional work experience I have never missed a flight until now.

I strongly recommend that the TSA group that manages gates 11 - 18 at Newark airport terminal A consider looking at its staffing levels and review the the number of resources needed. Going to vacation and missing an hour or two at a beach is nothing in comparison to having to meet with your customers and the bad impression that they now have by my arriving 5 hours later from the scheduled meeting time due to this incident.

Pleas consider revising your staffing levels at this terminal and gate area so that other passengers are not further negatively impacted.

Thank you.

(b)(6)

Dear TSA:

Yesterday I had yet another disappointing encounter with your security process and I had to write and express my concerns. It was one in a line of many unfortunate encounters with your employees.

I am a federal employee; a Foreign Service Officer, and I have focused much of my 15-year career on visas and border security issues. I understand the many challenges that you face. I flew out of the Green Bay airport on September 29 to return to Washington, D.C. I was the only person going through security. I was told to put the cheese I had purchased in a bin for scanning along with my toiletries. I did as instructed. Then my bag was rescanned, along with my other goods, and the agent opened my bag, removed another item (a candle), and scanned it again. I then asked why my cheese was screened so carefully, along with the candle. I was told that cheese has many common properties with explosives (those were the exact words used), and that paste needs to be screened. I had no paste. I asked what the agent meant. The agent had opened my bag and removed a candle (clearly labeled as a candle), but she thought it was a jar of paste even after opening the lid. I explained that it was a candle. She said that they did not notice the wick.

9/30/2013 12:05:17 PM

This only took a few minutes; it's not like Green Bay is a bustling metropolis. I was selected again for a random search at the gate. That did not seem random when I had already had my luggage carefully inspected, and then 50 feet down a hallway, one of the same agents is pulling me out of the line. I asked him a few more questions about cheese. I am from the Midwest. I have seen the Packers on TV (and the hats their fans wear). I am pretty sure that Wisconsin has a reputation for cheese. It's called the Dairy State and a lot of people who visit there buy some cheese. I refrained from buying any jelly, toiletries, or other items for sale in the tourist area I visited, to avoid problems with security. I thought I was safe with cheddar cheese, which is labeled, is obviously cheese, and is a solid. Not a liquid or a paste. I asked the second officer at the gate, who had a nametag on that said "Lead Agent," more questions and pointed out that I simply cannot take their security screening process seriously if I am told that cheese and explosives share similar properties. That is ridiculous. It is asinine. His response implied that I was an idiot; he agreed with his subordinate that cheese and explosives share common properties.

I travel more than many people. In the past year I have visited five foreign countries (four trips on official business) and also taken three domestic trips. I know what can and can't be packed. I dress carefully to move quickly through airport security. I even, after having been inappropriately touched by at least six different TSA agents who apparently believed that my bra contained some sort of dangerous device over the past 10 years, have started wearing different bras in order to avoid that sort of attention; it doesn't help, though, I still had someone touch my breasts while on my way to Green Bay from DC on September 26. I guess you call it a pat down but on the receiving end, it's still inappropriate.

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

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Remote Client IP (b)(6)
Date Time: 9/30/2013 10:01:31 AM

9/30/2013 12:05:19 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Chicago airport - Sept. 29, 2013
Comments:For the second time in two months, I was "randomly" selected by the TSA machine for "additional screening." Yesterday, this involved a full 5-minute, complete pat-down of my entire body, including my hair!! My question is: Why should an almost-70-year-old U.S. female citizen (who hasn't even had a speeding ticket!) be subjected to such indignities? Can the screeners not have the discretion to make decisions about the intensity of the additional screening when they look at an older adult who is only wearing a t-shirt, slacks and socks (and no jewelry)? I make every effort to "travel wisely" so I won't set off any machines, but I seem to be unlucky about the "random" buzzer. The TSA agent was polite; however, the process felt very degrading. Also, I was not allowed to be near my possessions, which could have been stolen, had my husband not retrieved them. In total, almost 10 minutes of my time and TSA time were wasted, when you could have been paying attention to many more passengers than just one innocent woman! Please reconsider your "random" screening practices!
Caller says he flew from St Martin to San Juan into Boston. At both airports he was opted to go through additional security involving AIT, a patdown, and explosive trace detection. They told him to contact the TSA Contact Center to have this resolved.
Each time he and his wife went through regular security screening but he was pulled aside for additional screening.
He said an agent told him that his boarding passes were marked. This has happened multiple times.

9/30/2013 1:12:24 PM

Caller Advised:
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.
Examples of travel difficulties may include:
• Traveler's belief that they are on a government watch list.
• Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
• Difficulty printing a boarding pass at home or at the kiosk.
For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at https: trip.dhs.gov .

I told him also that I could email him the forms to fill out with the instructions and where to send this.

Caller:
Caller left MCO this morning. She is 65 years old. She was using a wheelchair. She has had a knee replacement, foot surgery, and fibro myalgia. At BHM they let her have a patdown in her wheelchair. The TSO wanted her to use the AIT at MCO. She was rude throughout the screening procedure. She let two males also in wheelchairs who were in front of her go to the side for a patdown. Why can t she do the same? She did not get her name or badge number. The TSO asked her if she could stand or walk in a rude tone. She responded yes but if she used the AIT with her arms above her head she would lose her balance. This happened at terminal A around 7:45. The TSO was a heavier set white female in her mid 60 s who was 5 5 . She wore glasses and her hair was in a pony tail. She should not have to explain why she is in a wheelchair.

Response:

9/30/2013 1:58:57 PM

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints.

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

I told her she can contact the CSM at MCO by phone at:

Name: (b)(6)
Phone:

I told the caller to give her a couple days to contact her first. If she does not call you in 2 to 3 business days give her a call.

Disability Description: Caller would not tell me a disability or medical condition. He just said it is more complicated than that. He wants to know if his email reply stating this his information was sent to a disability expert and Ombudsman means that it was sent to another office.

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

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

He said that it is more complicated than this but he wants the information about a disability related complaint.

The caller indicated that he emailed TSA a few years ago, two or three times in regard to to civil liberties and religious concerns that he believes that TSA violates. He indicated that he received an auto response indicating that he would receive a response, but he did not. He asked if the email he received saying this was being sent to ODPO and ombudsmen. When I replied yes he said that this has happened before and he has never had a response. He also said that the email about not being able to remove his shoes says you may receive additional screening. He wants to know what the additional screening could be. He wants to know if there is some message that an individual can use that can exemempt him from the shoe rule.

9/30/2013 2:18:48 PM

There are exemptions for 12 and under and 75 and older. He wants to know who makes these rules and if he can be exempted from this rule.
He said to just email him the civil right complaint information and this will be all for now.

Response Details: I told him he cannot be exempt from screening. 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. Please keep in mind that a TSO is required to check the source of all alarms and to follow all screening requirements. Additional screening could be a patdown, explosive trace detection, physical inspection of the shoes which may require that the passenger lift the bottom hem of his or her pants. Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened.

Security is risk based and I do not know who makes the rules. I told him I would email the information. I did not offer the PSS due to the nature of the call.
Sent email.

Incident Details: He said that it is more complicated than that but he would like to have the information about filing the complaint.

9/30/2013 3:00:57 PM

She was travelling yesterday from Newport News to Atlanta that departed at 1:15PM and during the screening she stated the TSA employees were rude. She filled out a complaint form at the checkpoint and she didn t have time to complete it. She was calling to finish her complaint. She had a patdown due to an artificial knee, she did make the officer aware of her knee. Caller felt the officer was very intimidating and her property was separated from her because of a tube of hand cream that was found in her luggage that was over 3.4oz. She is 75 years old, she saw the sign that she didn t need to take off her shoes so she didn t take them off. She was told she had to remove her shoes so she had to go back and place them on the conveyor system. When she got back to the AIT the officer asked if she had anything in her pockets and she told him she had her pill box in her pockett so she had to go back and place it on the convey system as well. She alarmed in the AIT and the officer stood in front of the AIT walkway blocking her in and advised her to wait there. She told the officer that she wanted to place all of her property together since they were separated and she told the officer she was wanting out to place it all together and to where she could see it because she had about $10,000 worth of jewelry in her luggage. The officer wouldn t let her out of the AIT until a female was able do a patdown, she stated the patdown was very thorough the officer touched her breast, pelvis, and between her legs. They pulled out the hand cream from her luggage and told her the hand cream had to be thrown away or placed in checked luggage, she chose to let them throw it away, afterwards she got all her stuff and left. She felt the officer was very rude because they didn t tell her what they were doing while it was happening (b)(6) stated she was going through the checkpoint between 11:00 - 11:30Am. The officer was large about 200 pounds, tall, African American, nice looking. She was offered a private screening area for the patdown.

9/30/2013 4:01:40 PM

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

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

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

If you would like you can speak with the CSM directly you can call this number back and press option 5 and enter the airport code PHF and it ll give you the contact information for the CSM.

The caller stated that she had breast cancer and that she has metal breast expanders in her chest. She stated that she knows that she is going to alarm the metal detector and that she will be subjected to a patdown. The caller advised that she is 4 weeks post op and that she does not want to be patted down. The caller became upset. The caller made the statement that she is just going to expose herself to the officers so that they can see her. The caller stated that we have her number and that we can go ahead and flag her. The caller also began to make comments about how the TSOs at LAX are less than satisfactory.

Advised the caller: A breast cancer survivor who wears breast prostheses, has mastectomy scars, wears head coverings or a compression sleeve may want to inform a Transportation Security Officer (TSO) of her needs before screening begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http: www.tsa.gov sites default files publications disability_notification_cards.pdf

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

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

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

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

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

I advised the caller that she would have to be screened and that all she needs to do is communicate her concerns with the TSOs and indicate to them if any area of her body is painful when touched

The caller terminated the call.

Caller stated that she is handicapped, and when she is going through screening at ORD. If she chooses to not go through the machine, and go through the patdown, she has never had a problem, but the one thing that bothers her, is that they put her purse miles away from where the patdown is. They couldn t find it at one point, and she wants to know if there is any way for her to stop that from happening. She doesn t want to lose her valuables and other things. She has asked them this before, and they are very hurried. She says that it s easy enough for them to let them have the purse near her so that she can see it. They have her facing a certain direction, and she wants to know why she can t either face the direction of her purse, or have them place it in front of her. She is always given the option of requesting a private screening and she wants to know if she can have her items in the room with her during the screening.

Advised Caller:
TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags.

9/30/2013 4:05:10 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 told her that she can request to have them moved in front of her or taken in the room for the private screening with her. She can request to have them hand inspected as well so they will be screened with her.

(b)(6) responded that she has the right to ask for a private screening:of her valuables and she can have her patdown in private.Replied that she should contact the CSM prior to travel to determine if she can have both done at the same time.

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 9/30/2013 7:39:56 PM Airport : HOU - William P. Hobby Date/Time of Travel : 09/30/2013 2:30 PM Airline & Flight Number : United 1015 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am a 62 year old woman who recently vacationed in Cancun, Mexico. On October 29 I was returning from Cancun to Cincinnati, with a connecting flight in Houston, Texas. I can't go through the security scanners at airports because I have a an Implanted Pulse Generator (neurotransmitter) implanted in my chest wall. It's similar to a pacemaker, but the leads go to the occipital nerves in my brain instead of my heart. I have a card from the manufacturer stating I am not to go through security scanners because the scanner can damage my neurostimulator. When I told the Mexican security agents about this, they were very understanding and immediately got a female agent who did the pat down. After clearing Immigration and then Customs in Houston I told the TSA agent at security that I couldn't go through the scanner and why and tried to show him the card from the manufacturer. He refused to look at the card, said he'd "never heard of that" and said I needed to go through the scanner. I told him it was like a pacemaker, but for the brain, and again said I couldn't go through the scanner. He told me people with pacemakers could go through the scanner and insisted I go through the scanner. I insisted I would not, and he told me he wasn't going to argue with me that I WOULD go through the scanner. I told him I wasn't trying to argue with him but that I WOULD NOT go through. He finally said I had to wait for a female agent and told me to stand aside and "get out of everybody else's way". I never got close enough to him to see his name tag and when I asked for his name he told me "none of your business" and told me again to get out of the way. I then had to wait 20 minutes for a female agent to do the pat down and afterwards had to rush to the gate to catch my flight. Fortunately, I was travelling with my husband who gathered my belongings from the X-Ray machine and waited for me to get through this ordeal. I am an American citizen who was treated with great understanding and respect by the Mexican authorities. I was treated by an American agent with anything but respect or understanding for my medical condition of which he is obviously ignorant. I am quite sure that I am not the only passenger who requests not to go through a security scanner and I have to wonder if they are all treated as badly as I was. The sad thing is that during my travels I find most TSA agents to be officious, pompous and arrogant. And they are almost all in poor physical condition. The agent who treated me so despicably was approximately 5' 8" tall and weighed probably 350 pounds. The female agent who did my pat down was approximately 5' 8" and I would estimate weighed 250 pounds; and this is typical for most TSA agents. Most of these supposed "security" agents would be totally useless in a true emergency or during a threat. My hope in writing this letter is that the Transportation Security Administration and the Department of Homeland Security takes a good, long look at all TSA agents and re-evaluate what type of people are guarding America's airports. And that agents be trained to be respectful to ALL passengers and at least listen to a passenger's explanation of her medical condition and accept that explanation instead of being unreasonable, rude and disrespectful.
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

9/30/2013 8:26:18 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/1/2013 7:16:47 AM Airport : PWM - Portland International Jetport Date/Time of Travel : 10/01/2013 6:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : After this morning's experience with TSA, I now know exactly what the founders meant when then used the phrase "unreasonable search and seizure." I believe that I was singled out for more than the usual punishment for opting out of the scanners.

10/1/2013 8:27:10 AM

Not only was I groped once, but then they took me into a back room, groped me again - a groping that was tantamount to sexual molestation - and then went through my carry-on luggage item by item.

This is insane! The fourth amendment is supposed to protect us from the likes of you. I will be writing to my congressman, each of my senators, and the White House this morning. I will ask that all funding for your agency be withheld until you decide to obey the Constitution of the United States.

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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/1/2013 7:16:47 AM Airport : PWM - Portland International Jetport Date/Time of Travel : 10/01/2013 6:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
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cc: Trey Radel, Bill Nelson, Marco Rubio, Barack Obama Would you like a response? : True Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller wants to file a complaint and said she has to get an attorney because TSA doesn t know how to treat people at the airport. Flight #1883, US Airways, Gate #C26,
Flew from PHL to TPA and she is 81 years old and she was in a wheelchair and said she couldn t stand. She requested a wheelchair and upon arrival at the airport she was wheeled to security and she stood up for security. TSO asked if she could stand and she told them she would do whatever they asked her to do. She was unable to walk through the WTMD. She had a patdown as she stood by the wheelchair.

States she was on a bus for 5 hrs. before she arrived at the airport. Arrived at the airport at approx. 5PM, flight departed at 6:24 PM, arrived in TPA at 9:19 and had to wait for her ride to Clearwater, FL where she lives and arrived at home 11PM. States the trip was approx. 12 hrs.

States she is a sick lady and has had surgery on her breasts and that area was sensitive (states she didn t inform the TSO of this fact). She said she needs knee replacements and is sick.
A supervisor was called and her bag was taken and checked 3 times, she had medications with her and a sandwich and an 8 oz. bottle of water that was half full because she had used on the bus ride to the airport to take her medications and stated she forgot was in the bag. States she spent half an hour with the TSOs trying to get them to let her go through the screening technology. States they tested the water and a TSO wanted to undress her in a room? She also states they kept asking the wheelchair attendant if she had touched the passenger.
Caller was patted down in the general area and said they tested the water and she told them it was just water.

10/1/2013 12:19:53 PM

Caller said TSA needs to catch the criminals who are coming from other countries trying to do us harm and not people who live here and are citizens. Doesn t want this to happen to other old ladies.
When I returned her call, she stated that she told the TSO she would go through other screening and that she went through the AIT to complete her screeing process.
Call dropped at 12:35.

Response:
Returned call at approx. 12:48 PM and provided following information:
Apologized to caller for her experience and informed information would be provided to the CSM at PHL for their review.
The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter.
Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown.
The wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening.

Explained a private screening would have been offered to her by the TSO and TSA doesn t require people to remove their clothing.
Explained to caller anytime she is taking more than 3.4 ozs. of liquid through checkpoint it is subject to additional screening.

Caller said Judge (b)(6) is a federal judge needing assistance through the checkpoint. Caller said the judge has a knee replacement and she cannot get a contact with DHS. Caller usually sends a formal email to request TSA meet her at the checkpoint. She is an Article 3 federal judge and feels uncomfortable about setting off alarms and getting a patdown. Caller usually get a recording and provides the email address. Caller does not have the contact information for RIC. Caller never had to do this before. Caller said she flew two weeks ago and did not have to provide the information, but just sent an email to the coordination center. Caller usually calls a federal number and has a option at each airport with call letters. Caller said she would just contact (b)(6) and did not want to provide all the information. Caller felt she had the wrong number and never had to speak to a representative before.

10/1/2013 12:48:10 PM

Advised Caller:

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. Through TSA cares we can gather the flight information and send it to a disability expert for assistance.

From: Benge, Rachel M, <CTR> On Behalf Of TSAExternalCompliance
Sent: Tuesday, October 01, 2013 9:13 AM
To: TCC-Referrals
Subject: FW: TSA Complaint - Memphis International Airport

(b)(6)

(b)(6) Cordova TN 38108
HYPERLINK (b)(6)

10/1/2013 2:17:30 PM

My husband and I were flying out from MEM-DFW on Monday 9/30/13 via flight no: AA1375. After going through the security screening at 6:00AM at checkpoint C, I was told to put my arms up in a non verbal way communicated by a female officer (Officer (b)(6) As soon as I extended both arms, she started groping on my breasts without prompting me first in the presence of other people. Not only did she failed to caution me about the pat down but she continued to forcefully put pressure on my breasts until I requested a private screening. She then brought me into a room and reinspected my breasts area in the same manner in the presence of another female officer (Officer (b)(6) I told the ladies that the pressure was causing pain and discomfort as I was having my menses and Officer (b)(6) disrespectfully ignored my feedback and did not say a word. While I understand her duties to ensure safety of the passengers, she should have followed proper procedure to inform me about her actions. (I am attaching a photo of the beaded long dress that I wore at the time of the incident).
As a frequent traveler due to the nature of my job, I am well-versed with the TSA protocol and is willing to cooperate in any way possible but sadly, this unpleasant experience had left me traumatized, embarrassed and I felt that my privacy had been violated. In another word, it felt as if I was being molested by a man.

Thank you for your time and I look forward to a favorable response at your earliest convenience.

Where did this happen? Memphis international airport, Memphis USA

From (b)(6)
Sent: Tuesday, October 01, 2013 3:52 AM
To: TSAExternalCompliance
Subject: TSA Complaint - Memphis International Airport

Hello,

Please find attached the complaint for and a photo for your further action.
Caller was traveling Monday morning 9-16-2013 from Pittsburgh to Detroit to SEA, he went through screening and he received a patdown. He stated the officer was very rude to him. Caller kept his wallet, boarding pass, and ID in his pockets. The officer questioned him about what was in his pockets. The officer spoke very loudly to him. The flight was at 11:00AM (b)(6) stated he didn t know he had to empty all of his pockets. He was pulled aside and had a ETD test and had a patdown. He also has a CPAP machine, and wants to know why it has to be taken out of the bag to go through screening because 3 years ago he would take it out and they would wipe the machine down and wanted to know why. He stated all of his bad experiences with TSA happens in Pittsburgh.

Response:
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.

10/1/2013 2:52:13 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.

All TSA officers are trained to follow the same process and procedures they may differ slightly from airport to airport depending on the resources they have available.

They can run the CPAP through the x-ray and they do have the option to do an ETD test on the device as well just to get it cleared to go through the checkpoint this refers back to the slight differences in the airports on how they can conduct the screening.

TSA:

I made a claim at the Atlanta, GA airport security concourse on July 19, 2013 when I deplaned in a wheelchair, from AirTran Flight 1416 from Chicago, IL. at approximately on 12:30 AM due to a delayed flight. I was given a card to fill out and told to call TSA Midway or to mail the information or to email you the information. I did call TSA Chicago Midway and speak to a person there. I simply relayed what had happened to me during my "pat down" in the security room. I told the person that I wanted to see if there was going to be any lingering effects to my back before proceeding further with my complaint.

Sometime in late August, or perhaps early September, I was called by TSA and asked how I was doing. I explained I was still undergoing treatment for my back, that there had been no conclusion to my problem, so I still didn't know. The person calling told me that there was a videotape of the "incident". I said that was good. That way, everyone would know exactly what had happened in that room. They could readily see that I had been "patted" rather hard in the front, making me lose my balance and fall backwards. If the other woman had not been behind me and caught me, I would have fallen flat out on my head and back. For that much I am grateful, but the way that I fell and was caught, caused me to wrench my back. I had told the woman who was doing the pat down that I had a bad back; that it was already extremely sore and to please be careful. I knew I had degenerative disc disease and a bulging disc in my lower back that had previously shown up on an MRI. I was undergoing a series of nerve blocks to help with the pain associated with the problem. As a result of that backward fall, I had to be taken to the gate ina wheelchair and helped onto the plane.

10/1/2013 4:12:27 PM

The fall seems to have escalated the problem. Now I am living in constant pain, soon to undergo a second MRI and be referred to Emory Spine Center for probable surgery as I cannot have anymore blocks.

This is an update to my claim on file and I will continue to update as more information is available. Please contact me if there is more specific information that you need.

(b)(6)

Date: October 01, 2013

Where: ATL: International Terminal coming in from Guadalajara. Security checkin into Atlanta.

Time: Approximately 1:20 EST

TSA Employee: (b)(6)

Complaint: pushed / slapped on left shoulder twice. Very aggressive. This was non-provoked. Please review video. He did not inform me he wanted to do a "pat down". I had already walked through scanner.

10/1/2013 6:07:00 PM

The supervisor was called even though I was completely cooperative. I was advised to make this complaint by those of TSA who observed his conduct.

Thank you for looking into this. I appreciate your making flying safe. (b)(6) has no reason to get rough however. Very Unprofessional.

(b)(6)

Sent from my iPhone

The caller s wife flew from Houston to BNA. He states that she had to undergo a patdown procedure. The caller states that one TSO placed her hands down her pants and squeezed the traveler s butt cheeks. The caller states that he does not have the detailed information from the flight at the moment. He states that he will gather more information as well as a full descritpion of events and contact us back to file a CSM complaint.

Advised caller:

10/1/2013 6:18:27 PM

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

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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/1/2013 9:55:20 PM Airport : PWM - Portland International Jetport Date/Time of Travel : 10/01/2013 6:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : "We consider your concerns to be a serious issue for our attention...We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action."

Utter nonsense. You have never considered my concerns at all, and you have certainly never addressed problem areas with corrective action.

10/1/2013 10:12:27 PM

The problem is that you violate the fourth amendment to the Constitution as a matter of policy. This amendment specifically prohibits the behavior you inflict on the traveling public each and every day by requiring citizens to submit to full body scans and retaliating against those who refuse.

You should be ashamed of yourselves for your Soviet-style behavior. Get rid of the scope and grope - restore the Constitution. We have the right to be secure in our persons, houses, papers, and effects, against unreasonable searches and seizures.

Civics 101. Ever heard of 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 : Screening
Current Date/Time : 10/1/2013 9:02:02 PM Airport : PWM - Portland International Jetport Date/Time of Travel : 10/01/2013 6:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : No, this information is NOT helpful.

What would be helpful is for you to stop retaliating against people who understandably opt out of the full body scans.

What would be helpful is for you to comply with the fourth amendment to the Constitution.

What would be helpful is for you to stop rubbing your blue-gloved hands across my genitals

10/1/2013 10:12:32 PM What would be helpful is for you to stop harassing innocent passengers.

I have the right to travel! I have the right to be secure in my person, house, papers, and effects, against unreasonable searches and seizures. This right shall not be violated, by you or anyone else.

I have written to my congressman, each of my senators, and to the White House today, asking that your agency be investigated for retaliation against people who opt out of your body scanners. You have no right to scope me, no right to grope me, and no right to paw through my possessions.

If you suspect that you have pissed off an American citizen today, well, then maybe you have a clue.

I suggest you start by reading the Bill of Rights, in full, to each of your employees, and insist that they comply with each of these rights, most especially Amendment 4.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I realize there are times you must invade my personal belongings in a checked bag, which has a TSA approved lock. I am a 100,000 mile flyer and resent receiving my checked bag with NO LOCK (which I use to protect the belongings inside) and my clothing disheveled when I have taken great care to pack things in an orderly fashion to minimize wrinkling. Also, the zipped interior section of my luggage was not zipped after TSA's rummaging through my items. Thus, when opening my suitcase, items in that fell out of the bag.

In addition, I have a known traveler number, but seem to be "randomly selected" to go through a different line more often than I go through the TSA prechecked section. I am not sure why this is happening, but possibly it is time to begin profiling and refrain from harassing the frequent business traveler. I went through the effort of getting the known traveler number so I would have more seamless travel, but it appears things are worse than ever.

10/2/2013 10:00:49 AM I am aware I will probably get the FULL pat down every time I travel from now on.

(b)(6)

HYPERLINK (b)(6)

Caller is complaining that a TSO, she believes his name is (b)(6) insisted on doing a patdown of her breast. Caller said this TSO was white, caller does not know the approximate age of the TSO. Caller said she went through the screening equipment 3 times to show that she did not have anything on her. Caller said she refused to let the TSO pat her down. Caller saw a policeman standing near and she insisted that the policeman be present to prove that she was clear to go through. Caller said the policeman watched as she went through the screening and the policeman declared she did not have anything on her. Caller said she had her 2 children with her. Caller said the TSO pushed her child away and told them they could not be with mommy. Caller said her 7 year old child is a special needs child. Caller said the policeman handed her a card with the name (b)(6) written on it and caller believes that is the name of the employee. Caller said she filled this out but could not find a place to leave this card. Caller said this TSO made a huge scene and had both of her children screaming. Caller said she thought she was supposed to hand her medication to the TSO. Caller said the TSO got upset when she took the medication out of the bag and told her not to touch the medication. Caller said her son had just got out of the hospital and the TSO took the hand of her special needs 7 year old who was crying and told him he could not be with mommy. Caller does not know the name of the police officer but he was black. Caller said she does not want to be contacted about this, but she feels it is wrong for a male TSO to try to pat down a female. Caller finally agreed to give her contact information, but still does not want to be contacted.

10/2/2013 11:06:01 AM

Airport - Orlando International
Airline Southwest
Flight numbers Caller does not have this but it was a Southwest flight to Birmingham
Date and time of incident 10 1 2013 3:40 pm
Baggage tag number N A
Description of bag, color, style, size, brand N A
NOI with Writing n a
Terminal or Gate Caller does not know what gate this happened
Contact information (b)(6)

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. I did apologize to the caller and told her she has the right to be patted down by a female officer. I told her she can request a private screening at any time and another TSA employee would be present and she could have someone in the room with her too.
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.

10/2/2013 2:13:23 PM

Dear TSA:

Like most Americans I hate that we have to go through all the screening since 9/11 and honestly I hear tons of awful stories about folks being groped and mistreated. I flew from OKC to San Francisco and back this last week and just wanted to share my experience.

I honestly ran into some of your employees smiling and relating to us on human terms and it was nice. Nobody barked commands at me like I was in the military or jail and even though we were put through all the required screening the whole thing seemed lighter, less intrusive and seemed quicker. Your people were all still taking their job seriously I'm sure, I got patted down etc just like always, but there seems to be a different attitude among your staff, maybe like they're not seeing us as the enemy quite so much.

Anyway, since I'm always quick to gripe I feel I need to be quick to compliment too. Thank you and everyone in the TSA for keeping us safe and making my trip a bit nicer .

(b)(6)
Bethany OK

(b)(6)

(b)(6) Columbus OH 43209

HYPERLINK (b)(6)

10/2/2013 4:09:48 PM

I am a professional business executive (72 years of age) who travels regularly, both in the U.S. and abroad, from my personal residence and professional offices in Columbus, Ohio. I also regularly commute to the New York Metropolitan Airports, most frequently to Islip (MacArthur Airport) on the eastern end of Long Island. In many of these trips I am accompanied by my wife, a professor at The Ohio State University.

In all cases when I travel (and when I travel with my spouse), I am dressed in a professional manner, always with a coat and tie (a circumstance which is unusual in this day and age). In most instances, the individuals with whom we interact are both professional and respectful, as it is our custom to be gracious to and appreciative of the efforts of all whom we encounter.

I travel (fly) at least 50 times per year. My wife and I have "international" Global Entry status (my account number is (b)(6)

For a variety of reasons, it is always our desire to avoid the various electronic devices involved in screening and therefore we always "opt out" asking for the individual screening ("pat down") process. In most every incidence, while an inconvenience, this is an acceptable, generally benign, and unobtrusive process.

This complaint relates to my experience at the Long Island (MacArthur Airport-Islip) on this past Sunday, the 29th of September. The specific incident occurred at approximately 5:30 p.m. in the afternoon. My wife and I were flying from Islip (ISP) to Baltimore (BWI) on Southwest #4011, connecting in Baltimore to Southwest #231 to Columbus. The departure time was 6:20 p.m., subsequently delayed until 6:50 p.m.